

Pursuant to Article 38, Item 2 of the Statute of the City of Zagreb (Official Gazette of the City of Zagreb 19/99, 19/01, 20/01 – revised text, 10/04, 18/05, 2/06, 18/06, 7/09, 16/09, 25/09 and 10/10) the City Assembly of the City of Zagreb, at its 23rd session held on March 17, 2016 adopted

**THE ZAGREB STRATEGY**  
**Equalization of Opportunities for Persons with Disabilities in the period**  
**from 2016 to 2020**

## **I. INTRODUCTION**

In recent years the City of Zagreb has been implementing a complete and unique policy towards persons with disabilities, in accordance with the adopted strategic documents.

According to data from the Croatian Institute for Public Health, there are 90,853 persons with disabilities in the City of Zagreb (March 12, 2015), which is about 11.5% of the population. As consequences of disability affect all family members, it can be stated that a quarter of the population faces difficulties caused by disability in their everyday life. While progress in science, engineering and technology can prevent the development and attenuate the consequences of certain types and forms of disability; it also simultaneously contributes to the increase in the number of persons with disabilities of the total population. A modern society with a high level of civilizational development protects and promotes a system of human rights and very seriously considers all the issues related to persons with disabilities as well as the need for their full social integration.

IN THE PERIOD 2003 – 2015 the City of Zagreb issued three strategic documents: *Zagreb's Strategy of Uniform Policy for Persons with Disabilities in the period from 2003 to 2006* (Official Gazette of the City of Zagreb 5/03), *Zagreb Strategy for Equalization of Opportunities for Persons with Disabilities in the period of 2007 – 2010* (Official Gazette of the City of Zagreb 5/07, hereinafter: *Strategy, 2007. – 2010*) and *Zagreb Strategy for Equalization of Opportunities for Persons with Disabilities in the period from 2011 to 2015* (Official Gazette of the City of Zagreb 5/11, hereinafter: *Strategy 2011 – 2015.*).

Those documents were based on modern scientific achievements and provisions of international and national documents and law: *Stabilisation and Association Agreement, the Universal Declaration of Human Rights, the Declaration on the Rights of Persons with Disabilities, the World Action Programme for Persons with Disabilities, the UN Standard Rules on Equalization of Opportunities for Persons with Disabilities, the Charter of Paris for a New Europe, the Single Rehabilitation for Persons with Disabilities of the Council of Europe, Action plan of the Council of Europe to Promote the Rights and Full Participation of People with Disabilities in Society: Improving the Quality of Life of Persons with disabilities in Europe from 2006 to 2015* (hereinafter: *Action Plan*) and, finally, the most important international document, *The UN Convention on the Rights of Persons with Disabilities* (Official Gazette, 6/07, hereinafter: *Convention*), and in accordance with the provisions of *the Croatian Constitution*, the regulations and laws regulating the most important areas of life for persons with disabilities. In the next *Strategy* for the period until 2020 it is necessary to take into account the provisions of European legislation and relevant laws which have since been adopted at the national level. In strategic thinking regarding policies towards persons with disabilities, it is necessary to follow the provisions of *the European Strategy for People with Disabilities, 2010. – 2020* (EU – LEX), which are fully compliant with *the Convention* and *the Action Plan*. The measures and activities of *this Strategy* will accept recommendations of

the Committee on the Rights of Persons with Disabilities in the concluding remarks of the Initial Croatian Report on the implementation of *the Convention* (as of the April 17, 4. 2015), considering that the measures and activities of the City of Zagreb are an integral part to the report of the Croatian authorities submitted to the European Union and the United Nations bodies.

In the past period Croatian Government has adopted national strategy documents, with objectives, areas and measures, mainly compliant with Zagreb's strategies. The last *National Strategy for Equalization of Opportunities for Persons with Disabilities in the period 2007 – 2015* (Official Gazette 63/07), in its content and concept is fully compliant with: *Strategy, 2007 – 2010* because they both adhere to *the Action Plan* and *the Convention*. Adoption of a national strategy document that will represent a continuation of previous measures and activities has been under way, but the date of its adoption by the Croatian Government is not yet known. It is therefore important to anticipate the possibility of including measures and activities in all areas of *this Strategy*, which will, by means of final provisions of a future national document, be addressed to the local level of government.

As the above UN Convention presents a major improvement in the position of persons with disabilities stipulating the implementation of modern approaches to human rights in all activities towards persons with disabilities for the purpose of ensuring that they enjoy equal opportunities, the new strategic document adopted by the City of Zagreb has fully incorporated the content, goals and purpose of the Convention, so it can be freely said that it represents a continuation of *Strategy 2011 – 2015*, taking into account current needs and opportunities.

Following the adoption of this *Strategy* a new Committee for the Disabled Person of the City of Zagreb will be established (hereinafter: (Commission) which will, in cooperation with the City Office for Social Protection and Persons with Disabilities, coordinate the realisation of measures and activities, promote and monitor its implementation, provide professional and counselling help to bodies responsible for the implementation and their associates, and participate in drafting the proposal for the next strategy.

Representatives of persons with disabilities, who were involved in the preparation and finalization of the Strategy, have proposed the title the Zagreb Strategy of the Equalization of Opportunities for Persons with Disabilities in the period 2016 – 2020 (hereinafter: *Strategy*).

The Strategy incorporates the purpose, goals, definitions, fundamental principles and guidelines of the UN Convention.

The **purpose of the Strategy** is to improve, protect and ensure full and equal respect of all human rights and fundamental freedoms for persons with disabilities and to improve and respect their human dignity.

**Fundamental principles** are respect for human dignity, personal autonomy, including freedom of choice and personal independence; non-discrimination; full and efficient participation and inclusion in the society; respect for diversity and acceptance of disability as a part of human diversity and humanity; equality of opportunity; accessibility; equality between men and women; respect of the developmental potential of children with developmental difficulties and of their rights to preserve their personal identity.

The **goals** are to ensure a full integration of persons with disabilities by achieving their integration in important aspects of life through their equitable participation in political, public and cultural life; in the process of education; in employment, health care and rehabilitation; in social protection; legal protection and protection from violence; in research and development and in other fields.

The Strategy fully promotes a civil society approach and a social model in actions towards persons with disabilities, based on the system of human rights implementation. The Strategy rejects the identification of a person with disabilities with the role of a patient

requiring health or any other kind of care. The focus is on the capabilities of a person with disabilities, provided all the existing obstacles have been removed by the society, to realize his or her full developmental potential.

Of particular relevance are associations of persons with disabilities, which, throughout the process, from its creation, implementation and evaluation of all the measures and activities, should be true partners of the authorities.

When planning and implementing measures and activities in all the areas covered by the Strategy, special attention should be given to the following groups of persons with disabilities:

- **Women and girls with disabilities**, as they frequently face multiple discriminations based on gender and disability;

- **Persons with major disabilities**, who need a considerable level of support from the society as their quality of life depends directly on the level of development of services provided by the community;

- **Children with developmental difficulties**, who should have the opportunity to enjoy all the rights granted to all children in accordance with the Convention on the Rights of the Child;

- **Young persons with disabilities** who represent a particularly vulnerable group faced with a series of obstacles in the process of education, employment, housing and the like;

- **Senior persons with disabilities** who have become an increasingly numerous and socially relevant group of persons, representing a challenge for bodies responsible for the definition of policies for persons with disabilities.

The above-mentioned groups of persons with disabilities require a multidisciplinary approach in the process of planning and implementing measures and activities in all the relevant areas of activities.

In the process of implementing measures and activities in all areas, the Strategy shall be guided by the main goal, which is the **abolition of any discrimination based on disability**, be it limitation or exclusion, which may result in the violation of a person's integrity. Disability must not be used as a reason to withhold or violate anybody's human rights and fundamental freedoms in the area of cultural, political, economic or in any other area of life.

For the purpose of planning and implementing activities aimed at persons with disabilities, it is important to define the concept of disability, i.e. a person with disability. The City of Zagreb has adopted the definition from the Convention which stresses the social dimension of disability, pointing out that the notion of "disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others".

In preparing this *Strategy*, the City Office for Social Welfare and Persons with Disabilities, in collaboration with the Institute of Social Sciences *Ivo Pilar*, conducted an action research about the quality of life of persons with disabilities, which involved a little less than 700 people with physical and sensory disabilities in the City of Zagreb. The results of the research showed the following:

Two-thirds of respondents have either occasional or constant problems with their basic life expenses, and one of the main reasons why the quality of life is not at an appropriate level is poor implementation of the law in practice – only 5% of respondents believe that laws are well implemented in practice. The biggest problems they identified are difficulties in functioning and dependence, lack of material rights and material standard in general, social problems, fear of the future, not adjusted physical and communicational environment and employment. Almost 47% of respondents have experienced some form of discrimination based on disability in the past year and the most exposed group to discrimination among

persons with disabilities are deaf persons. Domestic physical violence in their lives was experienced by 8% of the respondents, 24% experienced verbal, while physical or verbal violence outside the family was experienced by 29% of respondents, while the most vulnerable to violence and here showed the deaf. The feeling of happiness in life and satisfaction with life is lower than in the general population, especially in the context of satisfaction with health status and sense of security in the future. They were most satisfied with relations with their loved ones. Although the income per family member is lower for persons with disabilities and they have big problems even with covering basic life expenses, they expressed somewhat better satisfaction with the standard of living than the citizens of Zagreb in general. These data contribute to the planning of measures and activities in all areas.

During the period of the implementation of *the Strategy* the City of Zagreb will carry out measures and activities for all persons with disabilities in the City of Zagreb in the areas of: family and life in the community; education; health care; social welfare; housing, mobility and accessibility; professional rehabilitation, employment and labour; legal protection and protection from violence and abuse; information exchange, communication and awareness raising; participation in cultural life; participation in political and public life; research and development and international cooperation; recreation, entertainment and sport and civil society.

Areas of activity, encompassed by the Strategy have been further subdivided, while all the measures and activities are mutually supportive and interdependent. A large number of measures fall under the direct responsibility of the City administrative bodies and institutions, but equally important measures are the responsibility of ministries and central government institutions and they cannot be successfully implemented without active participation of the local and regional government bodies. The *Strategy* has not planned financial amounts because the necessary resources for implementation of all measures and activities will be provided for each year in the city budget, at the position of the competent municipal administrative bodies.

## **. II. AREAS OF ACTIVITIES**

### **1. FAMILY AND LIFE IN THE COMMUNITY**

#### **Introduction and current situation assessment**

Family is the centre and the place of a man's physical, mental and social birth. It provides opportunities for physical, cognitive, emotional, psychological and social development. As a primary human group it is both the most important and most widespread form of social groups. Family functions can be divided into two basic ones: the function of protection and the function of socialization. The first one is directed inwards and indicates psychosocial protection of its members, and the other is directed outward and represents a process of adjustment to a specific culture and the process of interaction with the environment, or the so-called "social network". The family is a part of a certain society and as such it is the actor of irreplaceable and crucial roles for the global community: reproductive, nurturing and socialization role as well as the role of meeting primary and secondary needs. The state has to encourage the development and ensure accessible and secure network of services in the family environment.

During its existence each family experiences a number of changes, but they are even more emphasised due to the global economic crisis and even more specific in families of

persons with disabilities. One of the biggest changes for the family is coping with the child's diagnosis, diagnosis of an adult member of the family and the integration of children and young persons with disabilities in community activities. In Croatia, social model approach to persons with disabilities is getting stronger (which is already a major shift from the medical model) and the obligation to create conditions that will allow persons with disabilities to exercise the right to chose and the quality of one's life, which is the precondition for their independent life .

Bearing in mind the best interests of the child, the government of Croatia in September 2014, adopted a *National Strategy for Children's Rights in the Republic of Croatia for the period from 2014 to 2020* (hereinafter: *National Strategy*). Building upon the *Strategy on the Rights of the Child* of the *Council of Europe* and the *EU Agenda for the Rights of Children*, the *National Strategy* focuses on four strategic areas: improving the system and providing services tailored to children, elimination of all forms of violence against children, ensuring the rights of children in vulnerable situations and ensuring the active participation of children. *The National Strategy* will seek to effectively promote and protect the rights of children in Croatia, through implementation of existing international and national standards in the field of children's rights.

City of Zagreb, promoting a comprehensive and integrated approach to the rights of children, especially children with disabilities, has fully accepted and adheres to principles of *the National Strategy for Children's Rights in the Republic of Croatia*. The City of Zagreb, clearly defined action towards the citizens – persons with disabilities and children with disabilities, in implementing the model of community-based rehabilitation, which is based on the idea of promoting the human rights of persons with disabilities and their inclusion in work and life in the community. It means that every person in some way can contribute to the society and that he or she belongs to the society.

In accordance with the provisions of *the Convention*, children with disabilities and adults with disabilities as well as their family members should be fully integrated into the available and customized community. Inclusion of children with developmental difficulties in kindergartens, primary and secondary schools in the City of Zagreb has recorded better results than in other parts of the country, but there is no doubt that a lot more needs to be done in the period ahead of us. It is necessary to continue to support the training of professionals working with children with disabilities and their integration into the regular educational processes by supporting the system of personal assistants in kindergartens and primary schools and teaching assistants and communication intermediaries in primary and secondary schools. Equally, it is important to continue implementation of a comprehensive and systematic training of experts in various fields – social welfare, holders of educational functions and parents, family members and the public in general, about the specifics needs and problems of children with disabilities and persons with disabilities with different type of handicap.

All measures and activities that have so far yielded commendable results will continue to be supported further, and that in particular means implementation of continuous education, lectures, training sessions and workshops for professionals and family members to promote and reinforce value of the family life as a whole, its psychological and social stability, and more independent planning of life for persons with disabilities, thus preparing young persons with disabilities for partnership and family life. In addition, training and panel discussion regarding early social interventions in families of children with disabilities will be carried out and the application and development of early intervention programs, communication and sensor-motoric programmes will be encouraged.

It is important to continue the implementation of promotional campaigns to sensitize the public to the needs of children and persons with disabilities. City of Zagreb will continue to support the work of counselling centre for persons with disabilities and their family

members, which provides individual and group psychosocial support to persons with disabilities and their family members on daily basis as well as telephone counselling for early childhood development called "Telefončić".

Also, it will continuously support various forms of non-institutional support to persons with disabilities and their family members by providing systematic counselling work through work of counselling centre including the improvement of the work by counselling centre Day centre for Rehabilitation of Children and Youth "Mali dom – Zagreb". Systematic psychosocial support for parents of children with disabilities and children caring for parents with disabilities will be initiated and monitored. Special emphasis will be placed on professional and financial monitoring of institutions which in their activities carry out early social interventions to improve the overall psycho-motor development and quality of life of children with disabilities; sensorimotor therapeutic programs, communications and counselling.

At the same time, the research in the City of Zagreb will be conducted for the purposes of assessment of conditions and needs of families of persons with disabilities.

### **Objectives and priorities:**

- Ensuring the full inclusion of persons with disabilities in local/social community, encouraging removal of obstacles that represent different attitudes towards the full and equal participation of persons with disabilities in the community;
- Strengthening and emphasizing the role of the family as the foundation of the community in order to create quality and stimulating family environment for optimal development and (re)habilitation of children with disabilities;
- Implement measures to respect the rights of persons with disabilities to self-advocating, strengthening and the right to personal integrity;
- Improving and expanding work of counselling centres and the number of their services;
- Encourage the development of community services and information – to sensitize the public on situation and needs of persons with disabilities and children with developmental disabilities and non-institutional forms of support to children with disabilities, persons with disabilities and their families;
- Supporting educational programmes in order to develop educational systems accessible to children with developmental difficulties and persons with disabilities;
- Continuous implementation of training, lectures and workshops, the organization of panel discussions and expert meetings for persons with disabilities, their family members, and professionals in order to promote family values and to encourage recognition of parental rights of persons with disabilities, empowering persons with disabilities for independent and autonomous life planning, takeover of partner and parenting role of young persons with disabilities and the development of awareness on the need for lifelong learning;
- Carrying out training of professionals and family members regarding early social interventions.

Measures proposed in this area will have a direct impact on the living conditions of families with persons with disabilities, while measures related to life in the community are included in other areas covered by the Strategy.

### **Measures:**

#### **1. Continuous organisation of activities in order to promote family values and significance of the family and its upbringing for the development of children with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** counselling centre for persons with disabilities and their family members, City Office for Health, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Social Welfare Centre Zagreb – Family Centre Branch, institutions taking care for persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. To celebrate the International Family Day – May 15.
2. To celebrate the International Children’s Day – November 20.
3. To implement educational programmes, organize expert meetings, lectures, communicational trainings, workshops for family members and experts in order to promote family values and establish psychosocial stability of the family.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Celebrated International Family Day – 15th May.
2. Celebrated the International Children’s Day – November 20.
3. The number of organized educational courses, lectures, communicational trainings and workshops, as well as the number of participants.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Ensuring the most independent planning of life for persons with disabilities and their family members**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office for Health Care, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Social Welfare Centre Zagreb – Family Centre Branch, institutions taking care for persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. Organize educational seminars for persons with disabilities and their families for the purpose of empowerment of persons with disabilities to take over responsibilities and achieve the most independent planning of life possible, empowering all family members to accomplish rights to personal identity and gain abilities of self- advocacy.

**Implementation periods:**

Activity 1: 2018 and 2020

**Indicators of implementation:**

1. Number of held seminars and numbers of participants.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Preparing persons with disabilities for marriage, personal relationships, parenthood and family life**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office for Education, Culture and Sports, City Office for Health Care, associations of persons with disabilities and associations working in favour of persons with disabilities, organisations working on the preparation for marriage, partnerships, parenthood and family life, Social Welfare Centre Zagreb – Family Centre Branch, institutions taking care of persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb.

**Activity:**

1. Encouraging and enabling access to information on reproduction and family planning, in accordance to the age and type of disability through organizing seminars and publishing informative materials

**Implementation period:**

Activity 1: 2018 and 2020

**Indicators of implementation:**

1. Number of organized seminars, the number of participants and amount of published informative materials

**Required financial means:** will be planned in the budget of the City of Zagreb.



#### **4. Ensuring various forms of non-institutional support for persons with disabilities and their family members**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** counselling centre for persons with disabilities and their families, Social Welfare Centre Zagreb, Faculty of Law at the University of Zagreb – Department of Social Work, Education and Rehabilitation Faculty, Day Care Centre for Rehabilitation of Children and Youth “Mali dom – Zagreb”, associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb..

**Activities:**

1. Continuous ensuring of counselling services through counselling centres, including the counselling centre of the day care centre for the rehabilitation of children and youth "Mali dom – Zagreb".
2. Initiate and monitor systematic psychosocial support to informal caretakers of persons with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of users of the counselling centres.
2. Number of organized educational programmes, seminars, panel discussions and published informative material.

**Required financial means:** will be planned in the budget of the City of Zagreb.

#### **5. Conducting training, lectures and workshops in kindergartens for parents/guardians/foster parents and educators for work with children with disabilities**

**Bodies responsible:** City Office for Education, Culture and Sport, City Office for Social Protection and Persons with Disabilities.

**Bodies co-responsible:** Agency for Education, Counselling, Social Welfare Centre Zagreb, Faculty of Law, University of Zagreb – Department of Social Work, Education and Rehabilitation Sciences, Volunteer Centre Zagreb, kindergartens and primary schools of the City of Zagreb, associations of persons with disabilities and associations dealing with programs for the benefit of persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. Organize training, lectures and workshops in preschool institutions.
2. Conducting promotional campaigns for the purpose of raising the awareness of the public concerning the needs of children with developmental difficulties.
3. Encouraging education and including volunteers into the work with children with developmental difficulties and persons with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2018 and 2020

Activity 3: 2018 and 2020

**Indicators of implementation:**

1. Number of organised educational courses, lectures and number of participants of educational courses, lectures, communicational trainings and workshops.
2. Number of campaigns and the number of users.
3. Number of volunteers included in the work with children with developmental difficulties and persons with disabilities.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**6. Education of public services employees to improve inclusion of children with disabilities and persons with disabilities in community life, with the aim of respecting their independence and dignity**

**Bodies responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office of Education, Culture and Sports, Department of Health, the Agency for Education, counselling centre for persons with disabilities and their families, Social Welfare Centre Zagreb, Faculty of Law at the University of Zagreb – Department of Social Work, Education and Rehabilitation Faculty, Ministry of Health, Ministry of Social Policy and Youth, Ministry of Interior, Ministry of Justice, Fire Brigade of the City of Zagreb, associations of persons with disabilities, associations carrying out programs providing benefits to persons with disabilities, Zagreb holding d.o.o. – ZET subsidiary, Teaching Institute for Public Health “Dr. Andrija Štampar“, health centres, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. Organizing educational programmes on sexuality of persons with disabilities.
2. Organizing educational programmes for health employees (medical doctors of primary health protection, medical and patron nurses, dentists and gynaecologists) on communicational skills and an appropriate approach towards persons with disabilities.

**Implementation periods:**

Activity 1: 2018 and 2020

Activity 2: 2018 and 2020

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of organised educational programmes, lectures and the number of participants
2. Number of organised educational programmes, lectures and the number of participants
3. Number of organised educational programmes, lectures and the number of participants

**Required financial means:** will be planned in the budget of the City of Zagreb.

**7. Early social intervention in the family of a child with developmental difficulties**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Ministry of Health, Ministry of Social Policy and Youth, counselling centre for persons with disabilities and their family members, City Office for Health and, UNICEF Office for Croatia, Day Care Centre for Rehabilitation of Children and Youth ‘‘ Mali dom –Zagreb’’, Social Welfare Centre Zagreb, Education and Rehabilitation Faculty, associations of persons with disabilities and, associations carrying out programs providing benefits to persons with disabilities, institutions for social care and health institutions in the City of Zagreb, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. Organization of educational programmes, workshops and panel discussions for employees in the field of social care and health protection on social intervention.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. The number of educational programmes, workshops and panel discussions, number of participants in educational programmes, workshops and panel discussions.

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **2. EDUCATION**

### **Introduction and current situation assessment**

*The Convention* particularly stresses the importance of education for persons with disabilities and therefore requires from the countries to ensure inclusive education system and lifelong learning without discrimination and on the basis of equal opportunities. Education should encourage a full development potential and sense of dignity and self-worth in children and persons with disabilities. The process of education should help the development of persons with disabilities, as well as their talents and creativity, mental and physical abilities to their fullest potential. The obligation of the state and all levels of government is to give persons with disabilities the required support, within the general education system in order to facilitate their effective education. Furthermore, persons with disabilities should be able to access general tertiary education, vocational training, adult education and lifelong learning without discrimination and on an equal basis as the others. To this end, the countries which signed the Convention should provide reasonable adjustments for persons with disabilities.

The City of Zagreb has fully accepted these principles by embedding them in the official education policy and practices for children with disabilities and persons with disabilities during the educational process. Special efforts are being made regarding the inclusion and integration of children with disabilities into regular education system. Over the years, that number has been steadily growing as well as the network of institutions that can accept children with disabilities with regard to the degree of adjustment. Currently, more than 10,000 children with disabilities, with special developmental and educational or health problems, are included in 60 urban kindergartens. Special programs for children with disabilities are being conducted in six kindergartens involving fifty girls or boys with different difficulties. All kindergartens have completed their expert teams, educators, psychologists,

speech therapists and/or defectologist and health managers. Support to children with disabilities is provided by 347 assistants, 107 of which are third educators.

The mandatory preschool program included 426 children with disabilities who can participate in this program two years before starting school. In the primary education there has currently been 6.31% of students with disabilities enrolled on the basis of the decision on the appropriate form of education.

In primary and secondary schools of the City of Zagreb there are 482 students with disabilities and 386 teaching assistants. For 127 of them the funds were obtained from the European Social Fund, and the others are covered by the city budget funds for each year.

Most kindergarten integrate children with disabilities in regular groups, while six city kindergartens (*Potočnica, V. Nazor, Duga, Utrina, Bajka, Vrbik, and Sopot*) have set up special educational groups and provide special programmes of preschool education for children with major physical and mental impairments. One kindergarten follows the Montessori programme with educational groups of children with multiple developmental difficulties.

Pursuant to Article 65 of *the Primary and Secondary Education Act* (Official Gazette 87/08, 86/09, 27/93, 92/10, 105/10, 90/11, 16/12, 86/12, 126/12 – consolidated text and 94/13 and 152/14) and the *Ordinance on Secondary Education of Pupils with any or Major Developmental Difficulties* (Official Gazette 24/15), the pupils are either partly or fully integrated in regular secondary schools, i.e., however, the students with severe developmental disabilities are educated in special institutions within the systems of education, health care, social security and judiciary. Students with major difficulties (intellectual disability) and autistic students receive skills training until the age of 21. :

It is still difficult to implement set out pedagogical standards in practice. Experience has shown that direct help and support to students provided by experts in education and rehabilitation areas, individualized approaches, adapted curricula and rehabilitation programs lead to measurable progress.

Previous achievements of the City of Zagreb in the field of education for children with disabilities are the result of the implementation of measures and activities in accordance with previous strategic documents for persons with disabilities. The substantial increase in the number of participating students with disabilities in the regular education system is the result of years of investment in social and intellectual capital experts in the education system, adaptation of premises and areas for the implementation of educational process, establishment and construction of modern rehabilitation facilities, provision of specialized services in the form of customized transportation of children in kindergartens and schools, securing and increasing the number of assistants and communication intermediaries in the classroom and similar activities.

### **Objectives and priorities:**

- to ensure that all persons, regardless of the type and level of impairment, have equal access to education
- to provide an inclusive environment and appropriate support;
- to provide education based on individualized educational planning and flexible organizational models;
- to support and promote lifelong education for persons with disabilities;
- to support the respect of rights of persons with disabilities at all levels of educational system, starting with very young children;
- to provide adequate early assessment of special educational needs of children;
- to promote the development of initial and ongoing education of experts and teachers related to the problems of disability;

- to make sure all educational contents are accessible to persons with disabilities;
- to ensure that parents of children with disabilities are aware of all the support to exist;

to undertake further measures to make educational institutions accessible to persons with disabilities;

- to ensure that parents of children with developmental difficulties are active partners in the process of developing individualized educational programmes for their children;

- to provide access to informal education in order to enable young persons with disabilities to develop the skills required that could not be acquired within the ordinary system of education.

**Measures:**

**1. Informing and introducing educational institutions of the City of Zagreb to the programmed activities of all associations and institutions in favour of children with developmental difficulties and young persons with disabilities**

**Bodies responsible:** City Office for Education, Culture and Sport, City Office for Social Protection and Persons with Disabilities.

**Bodies co-responsible:** The Commission for Persons with Disabilities of the City of Zagreb, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities

**Activities:**

1. Maintain expert forums and targeted meetings.
2. Mark dates of relevance to persons with disabilities.

**Implementation periods:**

1. Activity: 2016 – 2020, continuously
- Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of held panel discussions and meetings, number of participants.
2. Number of conventions held.

**Required financial means:** will be planned in the budget of the City of Zagreb

**2. Following needs and gradual increase of expert associates in pre-school institutions of the City of Zagreb**

**Body responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** Commission for Persons with Disabilities of the City of Zagreb, City Office for Social Protection and Persons with Disabilities in cooperation with Ministry of Science, Education and Sport

**Activities:**

1. Maintaining achieved teaming of expert teams and the level of teaming by the third preschool teachers or interpreters in kindergarten groups integrated with children with developmental difficulties.
2. Following needs and gradually increasing the number of expert associates in pre-school institutions.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of newly employed expert associates in preschool institutions.
2. Number of newly employed expert associates in preschool institutions.

**Required financial means:** will be planned in the budget of the City of Zagreb

**3. Ensuring additional special and didactic equipment and specialized didactic equipment for all educational institutions of the City of Zagreb for the needs of children with developmental disabilities including IT equipment and elements of IT support for deaf, blind, and deafblind children and young persons, according to article 13 of the Ordinance on Primary and Secondary School Education of Children with Developmental Difficulties**

**Bodies responsible:** City Office for Education, Culture and Sport, City Office for Social Protection and Persons with Disabilities.

**Bodies co-responsible:** The Commission for Persons with Disabilities of the City of Zagreb, other persons with disabilities, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities

**Activities:**

1. Following needs and ensuring didactic equipment and didactic means for educational institutions of the City of Zagreb per individual needs of children with disabilities.
2. Following needs and ensuring informatics equipment and elements of informatics support for deaf, blind, and deafblind children and young persons.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of obtained special and didactic equipment and number of equipped educational institutions.
2. The quantity of obtained equipment and achieved level of informatics support

**Required financial means:** will be planned in the budget of the City of Zagreb

**4. Increasing the kindergarten and primary school network of the City of Zagreb according to the needs for support in early development and education of children with**

**difficulties pursuant to Article 14. Ordinance on Primary and Secondary School Education of Children with Developmental Difficulties**

**Bodies responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities and Commission for persons with Disabilities of the City of Zagreb

**Activity:**

1. Increasing the number of primary schools – posts (with facilities and staff) for the education of children with developmental difficulties.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. Increased number of posts in primary schools intended for the education of children with developmental difficulties.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**5. Gathering and updating statistical data on children and youth with developmental difficulties included in kindergartens, regular primary and secondary schools of the City of Zagreb as well as the faculties in the City of Zagreb**

**Bodies responsible:** City Office for Education, Culture and Sport, University of Zagreb – Department for Students with Disabilities, City Office for Social Protection and Persons with Disabilities.

**Bodies co-responsible:** Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Gathering and updating statistical data on children and youth with developmental difficulties included in kindergartens, regular primary and secondary schools of the City of Zagreb

2. Collecting and updating annual data on students with disabilities enrolled in the university education in Zagreb.

3. Processing the data.

4. Exchanging data with associations.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

**Indicators of implementation:**

1. Analysed and obtained group statistical data.

2. Analysed and obtained group statistical data.

3. Analysed and obtained group statistical data.

4. Analysed and obtained group statistical data.

**Required financial means:** will be planned in the budget of the City of Zagreb.

#### **6. Ensuring the infrastructure support for pupils with developmental difficulties and students with disabilities**

**Bodies responsible:** City Office for Social Protection and Persons with Disabilities City Office for Education, Culture and Sport

**Bodies co-responsible:** Commission for Scholarships of the City of Zagreb for Pupils and Students with Disabilities, Commission for Persons with Disabilities of the City of Zagreb, associations of persons with disabilities and associations carrying out programs providing benefit to pupils and students with disabilities, educational institutions in higher educational institutions in cooperation with Ministry of Science, Education and Sport, Agency for Education and other actors.

#### **Activities:**

1. Including assistants and educational interpreters (interpreters in kindergarten and school) as a support to the educational process and integration of children and young persons with developmental difficulties in educational institutions of the City of Zagreb.
2. Providing scholarships to children and students with disabilities.
3. Providing expert and financial support for the organisation of courses in sign language and Braille script and other specific forms of communication used by persons with disabilities.

#### **Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

#### **Indicators of implementation:**

1. Number of financed assistants and educational interpreters (interpreters in kindergarten and school) and the number of children approved with an assistant or interpreter.
2. Competitions implemented and number of provided scholarships.
3. Number of courses held, number of attendants and provided expert and financial help.

**Required financial means:** will be planned in the budget of the City of Zagreb.

#### **7. Inclusion of children with developmental difficulties and adults with disabilities into procedures of making decisions that affect their life**

**Bodies responsible:** Agency for Education, City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Commission for Persons with Disabilities of the City of Zagreb, educational institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, social welfare institutions that work with persons with disabilities



**Activities:**

1. Educate students to support their peers within regular classes.
2. Encourage organized activities of persons with the experience of disability to promote and accentuate interests of persons with disabilities.
3. Provide technical and advisory assistance to students at risk of early school leaving.
4. Provide technical and material support to programs and projects that promote work of young students dropping out from school.

**Implementation periods:**

- Activity 1: 2016 – 2020, continuously  
Activity 2: 2016 – 2020, continuously  
Activity 3: 2016 – 2020, continuously  
4. activity. 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of educational programmes and number of students attending them.
2. Number of held self-representative meetings of persons with disabilities.
3. Number of counselling programmes.
4. Number of programmes and projects and provided expert and financial support.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**8. Ensuring adequate support for lifelong learning for persons with disabilities in order to better complete educational levels and enable smooth transition from education to the working world**

**Bodies responsible:** City Office for Education, Culture and Sport, City Office for Social Protection and Persons with Disabilities.

**Bodies co-responsible:** Commission for Persons with Disabilities of the City of Zagreb, Croatian Employment Service – Regional Office Zagreb, associations of persons with disabilities in cooperation with the Agency for Education, associations carrying out programs providing benefits to persons with disabilities, Development Agency Zagreb – TPZ doo, Centre for Professional Rehabilitation, Institution for Expertise, Professional Rehabilitation and Employment of persons with Disabilities

**Activities:**

1. Encouraging the making of the classification framework of adequate professions for persons with certain types and degrees of impairment respecting the demands of the labour market.
2. Encouraging researches on the competence of the young with disabilities after finishing primary and secondary education and comparing them to the competence in demand at the labour market.
3. Ensuring long-life education, professional informing and counselling of persons with disabilities.

**Implementation periods:**

- Activity 1: 2016 – 2020, continuously  
Activity 2: 2016 – 2020, continuously  
Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Created programme of new professions.
2. Researches carried out and the application of results of the research in practice.
3. Number of service users.

**Required financial means:** will be planned in the budget of the City of Zagreb.

### 3. HEALTH CARE

#### Introduction and current situation assessment

*The Convention*, in the health care field, pays special attention to the position of persons with disabilities in the health system and the right to health. Persons with disabilities have the right to enjoy the highest attainable standard of health without discrimination on the basis of disability while national and lower levels of governance must take appropriate measures to ensure access to health services and programs. Persons with disabilities should be provided with those services and programmes used by others, including in the area of sexual and reproductive health. At the same time, it is necessary to ensure the health services they need particularly due to their disability including early identification and intervention, as well as the services that prevent further disability. The *Convention* stresses the importance of non-discriminatory and ethical approach in providing health services.

The right to health care in the Republic of Croatia is a constitutional category, and the activity of health and medical services are more closely regulated by *the Act on Health Care* (Official Gazette 150/08, 71/10, 139/10, 22/11, 84/11, 12/12, 35/12 – Constitutional Court Decision, 70/12, 82/13, 159/13, 22/14 – Constitutional Court decision and 154/14 – Regulation) and *the Act on Compulsory Health Insurance* (Official Gazette, 80/13 and 137/13) which introduce into the legal system of our country the legislation of the European Union regulating the right to health care and ways of their realization for all citizens, including the persons with disabilities.

According to the laws, Zagreb as a local and regional government unit carries out a social welfare for the health of citizens in accordance with established rights and obligations, ensuring conditions for preserving and improving health of the population, including exercise of health care rights in the city's area.

Health care is a system of social, group and individual measures, services and activities for preservation and improvement of health, disease prevention, early diagnosis, timely treatment and care and rehabilitation. Every citizen of the City of Zagreb has the right to health care and the ability to achieve the highest possible level of health in accordance with the provisions of the mentioned law.

Persons with disabilities in the City of Zagreb have an advantages compared to those living in other parts of the country, due to the fact that the City of Zagreb has 43% of all health facilities in Croatia, including the largest Croatian Zagreb University Hospital centre, then Clinical Hospital centre "Sestre milosrdnice" and Clinical Hospital Dubrava. The City of Zagreb owns University Hospital "Sveti duh"; Children Hospital Srebrnjak, Special Hospital for Pulmonary Diseases, Special Hospital for Children with Neurodevelopmental and Motoric Disorders, Psychiatric Hospital for Children and Adolescents, Psychiatric Hospital "Sveti Ivan", Psychiatry Clinic Vrapče, Teaching Institute for Emergency Medicine of the City of Zagreb, Institute for Public Health "Dr. Andrija Štampar", Institution for home medical care, seven special semi-clinics and three health centres.

Although the health system highly centralized and fully focused on the decision of national government, the City of Zagreb in the field of health for persons with disabilities over the years secure and maintain a higher standard of service, following the needs, requirements and specificities of groups with different types of damage.

The implementation of measures from previous strategies for persons with disabilities established a continual additional care for persons with disabilities in the City of Zagreb, which in the next period of implementation of this *strategy*, should experience improvement and provision of additional measures:

Persons with disabilities have every right to expect a continued use of a number of projects that have improved overall quality of life of the citizens of the City of Zagreb with disabilities. It is important to mention the joint activities of city administrative bodies, institutions and organizations on improvement of quality and availability of health services for persons with disabilities and children with disabilities. All these health services are above standard health care services provided at the state level. It is also important to state that these services for persons with disabilities and children with disabilities are provided free of charge. In context of the additional care for persons with disabilities regular mammography examinations are provided for women with disabilities as well as preventive prostate examinations for men with disabilities. Health care of children with disabilities is continuously improving conditions for implementation of educational activities in health institutions within the framework of the Hospital classes. Physical, technical and other conditions for the implementation of early diagnostic procedure and early intervention for children with multiple disabilities in the Day centre for Rehabilitation of Children and Youth "Mali dom – Zagreb"; information and psychosocial support to parents who are faced with a diagnosis of their child. Work of two dental practices for persons with disabilities and two gynaecological clinics for women with disabilities has been set up.

City of Zagreb will continue to take measures and activities to ensure the availability of all services and activities in the health care system for persons with disabilities, regardless of age, gender, education level and other socio-demographic characteristics.

**Objectives and priorities:**

- to ensure equal access to health care services for persons with disabilities regardless of their gender, age, and place of birth or degree of disability;
- to ensure equal access to available specialist services for all persons with disabilities, regardless of their gender, age, and place of birth or degree of disability;
- to ensure full participation of disabled persons when decisions on their personal health care plans are made regardless of their gender, age, birthplace or degree of disability;
- to ensure that the needs of persons with disabilities are included in information-providing materials used in health education and in public health campaigns;
- to ensure access to health care institutions and their facilities for all persons with disabilities in the way understandable to persons with various types of impairments;
- to respect specific requirements based on gender when providing health care to persons with disabilities;
- to provide equal access to health care services for women with disabilities, including especially maternity and gynaecological counselling and treatment, and counselling on family planning;
- to enable persons with disabilities to have access to information on their rights and the ways to enjoy them in a language understandable to persons with various types of impairments;
- to provide early diagnostics in order to treat any diagnosed disability in a timely manner.

**Measures:**

**1. Promotion of all forms of active participation of persons with disabilities in creating, implementing and following health prevention programmes**

**Bodies responsible:** City Office for Social Protection and Persons with Disabilities, City Office for War Veterans

**Bodies co-responsible:** health institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To maintain a systematic and targeted training of health workers on contemporary approaches to disability, on characteristics of individual diagnoses, on modern technologies and other aspects relevant to lives of persons with disabilities.
2. To promote partnership and cooperation with associations of persons with different disabilities in preparation and implementation of all measures and activities to prevent and ensure achieved health standards.
3. To maintain a systematic and targeted education of persons with disabilities on prevention and treatment of various conditions and diseases of addiction (drugs, alcohol, excessive use of drugs, etc.).

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of training courses, the number of persons involved in education.
2. Number of joint activities, number of associations.
3. Number of training held.

**Required financial means:** will be planned in the budget of the City of Zagreb and co-responsible bodies.

**2. Encouragement of the development of health tourism**

**Bodies responsible:** City Office for Economy, Work, and Entrepreneurship, City Office for Social Protection and Persons with Disabilities, City Office for Health.

**Bodies co-responsible:** Zagrebački Holding d.o.o. subsidiary “Vladimir Nazor”, Institution for Sport Facilities Management, Red Cross Zagreb, health institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. To including spaces, buildings and events of health-recreational, cultural and similar usage for persons with difficulties in the City of Zagreb, in the tourist offer of the City of Zagreb (

island of Trešnjevka, Multi-sensory park on Jarun, Forest path Bliznec, Recreational-Sport Centre Granešina, Festival of Equal Opportunities, Week of Associations and other).

2. To educate employees in tourism and hospitality industry on specificities in disability and possibilities of implementation of tourism programs in partnership with persons with disabilities.

3. To provide material, technical, organizational support educational and recreational camps for children and youth with chronic diseases and other similar projects.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of held events, included spaces, buildings in the tourist offer of the City of Zagreb.

2. Number of organised educational programmes and number of participants involved.

3. Number of participants.

**Required financial means:** will be planned in the budget of the City of Zagreb

**3. Implementation of recreational and therapeutic programmes as part of the summer and winter holidays organized for children and adults with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** The Red Cross of the City of Zagreb, Zagrebački Holding d.o.o. Zagrebački Holding d.o.o. subsidiary “Vladimir Nazor”, health and social welfare institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To provide financial and organizational support for implementation of recreational and therapeutic programs during summer vacation for children with disabilities and adults with disabilities.

2. To increase the range of services and number of recreational and therapeutic programs users during summer vacation.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2017. – 2020

**Indicators of implementation:**

1. Conducted activity.

2. Number of new services, number of recreational and therapeutic programs.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Providing dental care for persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Dental Semi-clinic, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To provide material and technical support for implementation of a systematic dental care to persons with disabilities.
2. To provide material and technical support for implementation of a systematic dental care to children with disabilities.
3. Adjustment of existing dentist equipment for persons with disabilities who can not independently change places or need certain help at that moment.
4. To educate dentists and other health professionals about the specificities of the disability.
5. Ensuring the completion of complex dentist procedures under anaesthetics – purchase of equipment, specialist education.
6. Organizing panel discussions, forums on prevention of dental care problems of children with developmental difficulties, especially children in institutions.
7. Increase the number of locations providing dental services for persons with disabilities and children with developmental difficulties;

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

Activity 5: 2018 – 2020

Activity 6: 2016 – 2020, continuously

Activity 7: 2018 and onwards

**Indicators of implementation:**

1. Number of beneficiaries and number of services.
2. Number of beneficiaries and number of services.
3. Adjustments in dental surgeries of the City of Zagreb.
4. Number of educational programmes.
5. Supplied equipment, number of procedures under anaesthetics, number of educated experts.
6. Number of held panel discussions and forums, number of participants.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**5. Health care for children with developmental difficulties**

**Body responsible:** City Office for Health Care, City Office for Social Protection and Persons with Disabilities,

**Bodies co-responsible:** City Office for Education, Culture and Sports, health and social institutions and associations of persons with disabilities and associations working in favour of persons with disabilities in cooperation with the Institute for Public Health "Dr. Andrija Štampar", Ministry of Health and Social Welfare, associations, vocational organizations and

other. Andrija Štampar“, Ministry of Health, associations, professional organizations and others, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To provide premises and other facilities enabling parents/guardians of children with major disabilities or in case of special circumstances to stay in hospital
2. To improve conditions required to implement educational activities in health institutions within the project “Classes in Hospitals“
3. To provide premises, expert help and other conditions required for early diagnostic procedures and early intervention for children with multiple impairments, autistic disorders and other impairments and initiate their implementation in health system of the City of Zagreb.
4. To follow statistics on the implementation of health care services for children that suffer from neuro risks, ensure financial and expert support required to implement procedures of physical and other types of therapy beyond the standards guaranteed by laws and other regulations
5. To provide psychosocial support and information support for parents faced with their child's diagnosis of disability.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of ensured facilities, number of stays of parents/guardians in hospital.
2. Improved conditions for the implementation of educational activities.
3. Ensuring facilities and expert conditions for diagnostic procedures, using algorithms of diagnostics of autistic disorder and organizational promotions.
4. Annual data on provided health care for children with neuro risks.
5. Programme of education and support for parents.

**Required financial means:** will be planned in the budget of the City of Zagreb

**6. Continuous implementation of prevention programmes for the promotion of health and prevention of disability and major health impairments**

**Body responsible:** City Office for Health Care, City Office for Social Protection and Persons with Disabilities,

**Bodies co-responsible:** health care institutions, in cooperation with the Institute for Public Health "Dr. Andrija Štampar“, Ministry of Health, Commission for Persons with Disabilities of the City of Zagreb, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, professional organizations and others.

**Activities:**

1. To organize regular annual/biannual mammography examinations for women with disabilities

2. To organize regular annual/biannual prostate examinations for men with disabilities
3. To organize regular education on women's health, pregnancy and genital health, family planning and other specific areas, focusing especially on education aimed at young girls and women with disabilities.
4. To organize medical check-ups for single-parent families who care for a person with disabilities and/or are themselves disabled.
5. To conduct activities that act on lifestyle habits and risk factors of health of persons with disabilities with a focus on prevention of cardiovascular disease (obesity, high blood pressure).

**Implementation periods:**

Activity 1: 2017, 2019, every two years

Activity 2: 2016, 2018, 2020, every two years

Activity 3: 2016 – 2020, continuously

Activity 4: 2019 – 2020

Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Organized examinations, number of users.
2. Organized examinations, number of users.
3. Organized educational programmes.
4. Organized examinations, number of users.
5. Organized trainings/organizing measurements, number of users.

**Required financial means:** will be planned annually in the budget of the City of Zagreb.

**7. Health care of persons in need of a high level of medical support**

**Bodies responsible:** City Office for Health Care, City Office for Social Protection and Persons with Disabilities,

**Bodies co-responsible:** Commission for Persons with Disabilities of the City of Zagreb, Institution for health care at home, associations of persons with disabilities and associations working in favour of persons with disabilities and other.



**Activities:**

1. To ensure financial and expert support for the implementation procedures of health care at home and physical and other required treatment above the standard required by laws and other regulations
2. To ensure financial and other conditions required to maintain and expand the programme "Hospital at Home" and other similar ones.
3. To ensure hospital accommodation for the helper/assistant ( for children e.g. this would be their parents' hospital accommodation ) in institutions under the authority of the City of Zagreb to persons with the highest degree of disability who completely depend on the help of another person during their stay in hospital and rehabilitation.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of users.
2. Number of users of the service " Hospital at Home" and similar programmes
3. Number of users.

**Required financial means:** will be planned in the budget of the City of Zagreb

**8. Health care for disabled veterans of the Homeland War**

**Body responsible:** City Office for Veterans

**Activities:**

1. Medical rehabilitation of disabled Homeland War veterans of the City of Zagreb.
2. Physical therapy for invalids of the Homeland War in Zagreb.
3. Service of prevention and health improvement for veterans and their families (integrated approach to improve health and suicide prevention of Croatian veterans and their families) to order to prevent disability.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of users sent to special hospitals.
2. Number of users.
3. Number of users.

**Required financial means:** will be planned in the budget of the City of Zagreb

## 4. SOCIAL SECURITY

### Introduction and current situation assessment

The *Convention* means the area of social protection, as a key to ensure an adequate standard of living and quality of life of persons with disabilities, as well as governments and other levels of government mandate to take measures to protect and promote the right to social protection, without discrimination on grounds of disability.

In the area of social protection, persons with disabilities and their families, ensuring the availability of appropriate and affordable services, devices and other assistance related to the needs arising from disability. Persons with disabilities, especially women and elderly persons with disabilities are provided with access to social protection programs and poverty reduction programs. Persons with disabilities and their families living in conditions of poverty are provided with additional help to settle the expenses arising from their disability, including adequate training, counselling, financial assistance and occasional assistance in the house to care for a person with disabilities and other various social services and aids.

Although persons with disabilities and children with disabilities are provided with specific, additional services the social welfare system is fully accessible to persons with disabilities and general population of users. Therefore, some key reform processes in this system are important for persons with disabilities.

In order to better implement the reform process of social planning and transformation and deinstitutionalization of social services, Ministry of Social Policy and Youth in 2012 has launched a project called "Support for the social welfare system in the process of further deinstitutionalisation of social services". In the framework of this program, by the end of 2014 almost all county social plans were completed, hence the City of Zagreb issued a *Social Plan of the City of Zagreb 2014.- 2020. (Official Gazette of the City of Zagreb 17/14)*, a document showing the current achievements and resources, and setting the targets to combat poverty and social exclusion within the stipulated period. According to the analysis of the network services of the City of Zagreb of priority users, in the framework of the national policy of deinstitutionalization and transformation of institutions, the social plan defined operating priorities for children with disabilities and persons with disabilities: to expand the network of services and programs, to ensure transformation of institutions taking care for persons with disabilities by developing various forms of accommodation (daily, half-day care, alternative forms of accommodation); provide new accommodation facilities, according to the users' needs (provide customized apartments for individual and organized housing) and to increase the availability of specialized services (personal assistance, work assistant/support in employment, house call medical services, early intervention, availability of public and specialized transportation for customers of specialized health services, etc.).

*Strategic Plan of Ministry of Social Policy and Youth for the period from 2015 to 2017* was adopted in June 2014 in order to improve care and increase the quality of life of all its citizens. It is aimed at: improving the process of involvement of user groups into the life of community; improving the welfare of vulnerable groups by establishing more effective coordination in the implementation of national and international strategic documents (for persons with disabilities that means *the Convention* and the *National Strategy for Equalization of Opportunities for Persons with Disabilities from 2007 to 2015*).

The Government of the Republic of Croatia in April 2015 adopted the *National Reform Programme of the Republic of Croatia for 2015* as a step in the operationalization of *the EU Strategy 2020*.

In the framework of National Reform Programme, the development of *the Strategy for Combating Poverty and Social Exclusion in the Republic of Croatia for the period from*

*2014 to 2020* was launched as the basic document which should ensure a systematic and common approach of all relevant stakeholders in tackling poverty and social exclusion. The development of the respective *strategy* is in the final phase which comprises the creation of measures targeting long-term unemployed persons and other vulnerable groups (youth, the disabled and others.).

In accordance with the social security reform policy and in order to support independent living of persons with disabilities with support, the City of Zagreb, in cooperation with associations of persons with disabilities in recent years, has been preparing the solution for housing of people with physical disabilities and premises for work and other activities of associations of persons with disabilities in the neighbourhood Novi Jelkovec. Within the comprehensive project called *Independent Living centre Novi Jelkovec*, City of Zagreb shall establish a social welfare institution during 2016 that would include permanent housing for 20 people with the most severe degree of disability, in accordance with the highest standards of medical and rehabilitative care. Similarly, the institution will provide services of daily and half a day stay for 30 people with physical disabilities and people diagnosed with later acquired hearing impairments.

Development of social housing, which includes the availability of housing services and development of integrated social services, planned the establishment of *the Centre for rehabilitation of the deaf and persons with severely impaired hearing* of the City of Zagreb at the end of 2016. That future institution within its activities will carry out several social services including housing services for 25 deaf persons and persons with severely impaired hearing, and half ad day and daily stay for up to 50 users.

Also, the City of Zagreb has made a big step forward in the field of social and educational care and concern for one of the most severe forms of disability that is the children and adults with autism spectrum disorders. The joint efforts of national authorities and local communities during 2015 laid down the formal conditions for transformation of the existing *Autism Centre*. In the summer of 2015 the Agreement on transformation of the Centre was signed, which assumes the transformation of the Centre in the social welfare institution (users over the age of 21 and those who use social services) and the institution within the education system (users under 21 years of age) under professional responsibility of the City of Zagreb. The aim is to achieve a higher quality of life for people with autistic spectrum disorders, and its realization will take place in 2016.

In Croatia, the social welfare rights are established in the *Social Welfare Act*, and in addition to these rights, the City of Zagreb as a local government unit provides additional care for citizens in their realization by improving their living conditions. The rights in the social welfare system provided by the City of Zagreb are well established and are being carried out in accordance with the *Decision on Social Welfare*, and include all age groups including children from infancy to elderly citizens. Social welfare rights in the City of Zagreb mean: financial assistance, assistance in kind, aid in the form of housing, other forms of assistance (home help, counselling and help in overcoming special difficulties).

In the previous period the developing priorities in the City of Zagreb in establishment of social protection for children with developmental disabilities and persons with disabilities were focused on the following areas: monitoring their social and financial status, providing new rights and services, and ensuring the implementation of the recreational-therapeutic programmes in summer and winter, ensuring appropriate ad-hoc and organized accommodation and housing and carrying out of weekend programs at institutions in which the City of Zagreb is a founder/co-founder, and the development of organizational forms of accommodation for children with disabilities and persons with disabilities in institutions of other founders; then, providing those forms of accommodation that allow the transition from institutionalized life into community activity (development of mobile support services

systems; supports, establishment, professional and financial monitoring of daily and working centres, encouraging preventive institutionalization/organized housing programs, support to organizations and institutions in development of specialized foster care, early interventions and counselling work), support to the establishment and operation of self-advocacy groups and development of a system of information and empowerment of persons with disabilities and their parents. The current series of measures and activities also stand for further goals and efforts in actions and their implementation with a focus on the development and provision of accommodation for the purpose of independent living with support and optimal involvement of persons with disabilities in the life/activities and involvement in the local community, including ongoing efforts to allow the construction of new capacities.

City of Zagreb, on the basis of its strategic documents, develops high-quality, humane and accessible network of social services in the local community and social planning at the local level, while respecting and embracing the national and European goals and standards.

This fourth *Strategy* with set measures and activities will continue to give the advantage to following objectives.

### **Objectives and priorities:**

- Expand the network of services and programs, taking into account the territorial distribution and representation of services in the neighbourhoods;

- Professionally and financially support activities that target the transition from institutional support to community support, including use of the structural funds and the rural development fund to support the development and availability of high-quality services in the community and providing the necessary resources and services in the local community, continuously develop counselling work through counselling centres;

- Development of non-institutional forms of accommodation and non-institutional services in the local community, increasing the availability of specialized services: personal assistance, work assistance/support in employment, house call medical services, early interventions, independent living support (living in residential communities), de-institutionalized caregivers, opening daily and work centres for persons with disabilities, availability of public and specialized transportation for users, mobile services, specialized health services, etc. .;

- Encouraging and developing different forms of accommodation services in the community: day care services, occasional care, alternative forms of accommodation, specialized foster care, provision of new accommodation capacities (apartments adjusted to the users needs for individual and organized housing), development of programmes including persons with disabilities in the educational process and full access to health and legal protection;

- conduct continuous educational programmes, trainings and workshops for parents of children with difficulties and experts employed in the area of social welfare, health protection and education;

### **Measures:**

#### **1. Continuous monitoring of social and financial status of persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Ministry of Social Policy and Youth, Social Welfare Centre Zagreb, social welfare institutions, associations of persons with disabilities and associations carrying

out programmes providing benefits to persons with disabilities, social welfare institutions, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Identify the needs and plan future activities for each year

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. Annual report per identified needs and plan of activities

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Guaranteeing existing rights and initiating the establishment of new rights and services for persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Ministry of Social Policy and Youth, Social Welfare Centre Zagreb, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, social welfare institutions, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Ensuring existing rights and services.
2. Establishing new rights and services.
3. Ensuring additional rights and services.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of existing rights, services.
2. Number of established new rights, services.
3. Number of insured new rights, number of new users.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Provision of accommodation services and improving the quality of accommodation for persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Social Welfare Centre Zagreb, Ministry of Social Policy and Youth, social welfare institutions, social welfare institutions, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb.

**Activities:**

1. Expert and financial monitoring of institutions of social welfare for children with difficulties and persons with disabilities whose founder/cofounder is the City of Zagreb as well as the organizational forms of accommodation of other founders.
2. Build/establish/professionally and financially monitor the Rehabilitation Centre for deaf persons and persons with severe hearing impairment.
3. Build/establish/professionally and financially monitor the Rehabilitation Centre for persons with physical disabilities.

4. Establish/professionally and financially monitor the Rehabilitation Centre for people with autistic spectrum disorders.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: building and establishing – 2017, professional and financial monitoring 2016 – 2020

Activity 3: building and establishing – 2017, professional and financial monitoring 2016 – 2020

Activity 4: 2016 establishment, professional and financial monitoring 2016 – 2020

**Indicators of implementation:**

1. Insured and paid resources, expertise and financial statements of institutions.
2. Established institution and built premises, professional and financial statements of social welfare institutions.
3. Established institution and built premises, professional and financial statements of social welfare institutions.
4. Established institution, professional and financial statements of the institution.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Developing a network of services for people with mental disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities, City Office for Legal –Property Relations and City’s Assets

**Bodies co-responsible:** Ministry of Social Policy and Youth, Social Welfare Centre Zagreb, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, social welfare institutions, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To establish and provide spacious, professional and material conditions for daily accommodation services for people with mental disabilities.
2. To provide housing units for organized housing people with mental disabilities.
3. Professional, organizational and material support to the development of psychosocial and other services for people with mental disabilities.

**Implementation periods:**

Activity 1: 2017 establishment, 2017 – 2020 professional and financial monitoring.

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Established and opened day centre,
2. Number of insured residential units, number of users,
3. Number of service, number of users.

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **5. Carrying out research on the quality of life of children with developmental difficulties and persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Social Welfare Centre Zagreb, Ministry of Social Policy and Youth, Faculty of Law, University of Zagreb – Department of Social Work, Education and Rehabilitation Faculty, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb .

### **Activities:**

1. Provide financial and organizational support and conduct action research on different characteristics of persons with disabilities

### **Implementation periods:**

Activity 1: 2017 and 2020, once a year

### **Indicators of implementation:**

1. Carried out researches

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **6. Ensuring qualitative services in the community and alternative forms of accommodation which enable transition from accommodation in institutions to life in the community**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Social Welfare Centre Zagreb, Ministry of Social Policy and Youth, UNICEF Office in Croatia, social welfare institutions, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, the Day Centre for Rehabilitation of Children and Youth “Mali dom – Zagreb”, counselling for persons with disabilities and their family members, Commission for Persons with Disabilities of the City of Zagreb.

### **Activities:**

1. Developing a system of mobile services of support in the local community.
2. Encourage the establishment and provide professional/financial support for the operation of day care centres and other alternative forms of accommodation for children with disabilities and persons with disabilities.
3. Expert and financial support to associations and institutions in the development of specialized foster care, early intervention and counselling.
4. Organization of panel discussions, forums, educational programmes for experts, foster parents, persons with disabilities, parents.

### **Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

3. activity. 2016 – 2020, continuously



4. activity. 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of new mobile teams.
2. Number of new living and working centres and other forms.
3. Number of financed programmes for prevention of institutionalization.
4. Number of expert meetings, number of included users.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**7. Development of the information system and empowering of persons with disabilities and their families**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Social Welfare Centre Zagreb, Ministry of Social Policy and Youth, UNICEF Office in Croatia, counselling for persons with disabilities and their families, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, social welfare institutions, the Committee for disabled people of Zagreb.

**Activities:**

1. Professional, organizational and financial support existing counselling City of Zagreb and encourage new work.
2. Encourage networking and joint projects of the counselling centre of the City of Zagreb with associations of persons with disabilities and social welfare institutions for children with disabilities and people with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of counselling centre users, number of new counselling centres
2. Number of joint activities and projects, number of included users.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**8. Taking measures to ensure the protection and safety of persons with disabilities in situations of risk, including situations of humanitarian crisis, natural disasters and other risk situations.**

**Bodies responsible:** City Office of emergency management, City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** all city administrative bodies, companies and institutions in which the City of Zagreb is the founder, associations of persons with disabilities, associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. The existing plans that regulate the area of protection and rescue of citizens in crisis situations it is necessary to incorporate provisions that respect the specificities and characteristics of persons with disabilities.
2. To monitor and coordinate plans for protection and rescue and similar interventions according the needs of persons with disabilities.

**Activity implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Adopted and updated plans and programmes.
2. Identified needs of persons with disabilities per all properties.

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **5. HOUSING, MOBILITY AND ACCESSIBILITY**

### **Introduction and current situation assessment**

Mobility, accessibility, housing and transport represent the key preconditions for the inclusion of persons with disabilities in everyday life activities.

Accessibility of buildings for persons with disabilities is regulated by the Construction Act (Official Gazette 153/13) and the *Ordinance on Ensuring Accessibility of Buildings to Persons with Disabilities and Reduced Mobility* (Official Gazette 78/13) which defined obligations in connection with construction of new buildings, as well as obligations regarding the adaptation of existing buildings during their reconstruction.

Mobility is regulated by the *Act on Road Traffic Safety* (Official Gazette 67/08, 48/10, 74/11, 80/13, 158/13, 92/14, 64/15), the *Act on Roads* (Official Gazette 84/11, 22/13, 54/13, 148/13, 92/14), the *Act on Road Transport* (Official Gazette 82/13), the *Act on Privileges in Domestic Passenger Traffic* (Official Gazette 97/00 and 101/00) *Ordinance on the Accessibility Sign* (OG 78/08 and 87/14) *Act on Movement of Blind Persons with the Help of a Guide Dog* (Official Gazette 131/98) and other regulations. The City of Zagreb has, within its responsibility, regulated some of the areas in a more detailed manner by passing city decisions, or by introducing examples of best practice.

*The Decision on Transportation of Passengers in Public Transport* (Official Gazette of the City of Zagreb 20/13 and 25/13) stipulates that persons with disabilities and children with disabilities using a wheelchair can get organized public transport regular outside regular schedule, according to the needs of these people. The city of Zagreb organized the transport of persons with disabilities and children with specialized vans for persons with disabilities. The service is performed by Zagrebački Holding d.o.o. – ZET subsidiary which has 13 specialized vans used to transport persons with disabilities and 8 specialized vans to transport children with disabilities.

Suspension of curbs is based on the *Ordinance on Ensuring Accessibility of Buildings to Persons with Disabilities and Reduced Mobility* (Official Gazette 78/13) during enhanced maintenance, reconstruction or construction of new roads. Municipal councils suspend curbs in neighbourhoods on existing marked pedestrian crossings and cover the costs small municipal council action. *Decision on the Traffic Regulation* (Official Gazette of the City of Zagreb, 21/14 and 15/09) stipulates that curbs on pedestrian crossings and bicycle paths at intersections must be lowered to a length of at least 1.2 m with a maximum slope up to 10% to allow easier movement of persons with disabilities, baby strollers and cyclists. In the upcoming period it is planned to suspend the curbs at 250 locations.

Installing a sound indicators for the blind and visually impaired people in traffic intersections, is carried out according to the plan of priorities agreed with the Association of Blind Persons Zagreb, and they will be installed in accordance with the *Decision on the Organization of Traffic* (Official Gazette of the City of Zagreb 21/14 and 9/15). When installing the equipment for sound signalization for blind and visually impaired persons the volume during the determined time periods is set (day, evening and night) and it is in line with the current legislation (*Act on Noise Protection*, Official Gazette 30/09, 55/13 and

153/13, and accompanying bylaws). During 2014 and 2015, the possibility of seeking a solution that would take into account the citizens' complaints on the volume of the existing devices was discussed that would enable better accessibility to blind persons, easier navigation in space and safer crossing of traffic light intersections. Audible signalling devices for blind and visually impaired are installed at 80 locations with traffic lights in the City of Zagreb (20% of total number).

Tactile surfaces (leading lines and caution spaces), in accordance with the priority plan of persons with disabilities; It is planned to set up about 1500 tactile panels in locations that have been determined in accordance with the priorities of the Association of Persons with Disabilities.

Parking spaces reserved for persons with disabilities are issued at the request of the beneficiaries in the housing areas on public traffic surfaces, i.e. public parking lots. In the total public traffic area of the City of Zagreb there is currently 2040 marked parking spaces for parking of persons with disabilities, in the paying parking zones there is 1250. In 2015 in the City of Zagreb's area, there were 2,411 new decisions issued to use the "accessibility sign", so the total number of those signs issued so far amounts 11,108. It should be noted that according to the *Decision on the Organization and Method of Payment for Parking* (12/11, 18/13, 20/14 – the verdict and the decision of the High Administrative Court of the Republic of Croatia) persons with disabilities whose vehicle has an accessibility sign are allowed to park free of charge on the unmarked parking spaces no longer than 2 hours in one day. Persons with disabilities can exercise this right if the valid accessibility sign is accompanied with valid label issued by the parking organizer.

According to the *Act on Privileges in Domestic Passenger Traffic* (Official Gazette 97/00 and 101/00), City Office for Social Protection and Persons with Disabilities issued privileges in internal passenger transport, and according to their records there is a total of 884 users, of which 581 is issued to persons with disabilities and 303 to their companions.

City of Zagreb and Zagrebački Holding d.o.o. – ZET subsidiary have signed the *Agreement on issuance of Monthly and Annual ZET Tickets to Users of Free Transport and Covering the Costs of Users Transport for 2016*.

On the basis of Article 32 of the *Decision on Social Welfare* (Official Gazette of the City of Zagreb, 26/14 and 19/15), the right to a free annual ZET ticket is realized by – unemployed persons with disabilities, namely: the blind, deaf and deafblind persons, persons with moderate, severe and profound intellectual disabilities (mental retardation), people with autism, people with established functional disorders and motor impairment of limbs which are caused by diseases and injuries, and congenital malformations and deformities of neurological (multiple sclerosis, myasthenia gravis, cerebral palsy), skeletal muscle (muscular dystrophy), other organ systems (epidermolysis bullosa, dialyzed and transplant patients) and persons with traumatic amputations or acquired loss of extremities, which due to the stated diseases, experience functional percentage of physical impairment of at least 70% of the persons treated for conditions belonging to severe mental illness which lead to permanent inability to work, provide and independent life. From October 2015 this right was realized by parents – care takers of children with the most severe degree of disability. Also, the right to free use of transport is given to the companion of a blind person who provides escort service. The right to annual ticket was acquired by 12,237 persons with disabilities and 348 companions.

The tram fleet consists of several types of trams, of which 142 are low-floor (48% of the total number of trams). Of the total number of buses 385 is low-floor (83% of the total number of buses), solo and articulated.

From a total of 256 tram stops 176 or 68.75% is adjusted for persons with disabilities.

The function of the voice announcement for blind and visually impaired in the public transportation vehicles is operating which states line, direction and destination on 58 bus lines

(lines from 100 to 199), and in early 2015 the introduction to all other bus lines has began. Since 2013 voice announcement for blind and visually impaired has been functioning in all trams.

Continuously organized training of drivers for transport of persons with disabilities and for persons engaged in the escort of children with disabilities.

Within the framework of the Commission for Persons with Disabilities in the City of Zagreb operates a working group for mobility, housing and accessibility. When proposing improvement of the existing fleet as well as all other elements of accessibility, the principle of universal design is continually emphasized, and the development and production that benefits all citizens, not just persons with disabilities is encouraged.

Regarding tourism, the city of Zagreb as a destination and service provider should be made accessible to persons with disabilities in line with the concept "Tourism for Everyone".

Regarding housing, a lot has been done up to now to resolve housing issues of persons with disabilities, although the needs are greater than the existing capacity to meet them.

According to collected data related to the resolution of architectural barriers in primary and secondary schools of the City of Zagreb, it was found that of 108 primary schools in 154 locations (facilities – regular, artistic, special), 73 have access ramp, toilets for the disabled exists in 47 schools, doors with a minimum of 90 cm were installed in 145 facilities, there is an elevator 29 schools, while movable ramps or scalamobils are present in 17 schools. In 35 (32%) of primary schools all conditions for smooth movement of students with physical disabilities in the school area are met.

Of 65 high schools (regular, artistic, special) at 111 locations-facilities, the access ramp is installed in 21 secondary schools, sanitary facilities for persons with disabilities exist in 24, the doors with a minimum width of 90 cm is present in 108 buildings, there is an elevator in 13 schools, and a mobile platform or scalamobils are installed in 3 schools. In 16 (25%) secondary schools all conditions for smooth movement of students with physical disabilities in the school area are met.

Out of 14 dormitories for pupils one of them meets all conditions for smooth movement of students with physical disabilities in the premises, one has an access ramp installed, one has a mobile platform or scalamobil, all dormitories have doors width a minimum width of 90 cm and one of them has a toilet for persons with disabilities.

### **Objectives and priorities:**

- ensuring access to persons with disabilities and persons with reduced mobility
- increasing the accessibility of public transport;
- ensuring the legally prescribed number of parking spaces for persons with disabilities;
- making cultural, sport, and recreational events accessible;
- promoting accessibility in buildings, public areas and transport vehicles for the deaf and the blind;
- to ensure access for persons with disabilities to public buildings, public areas and means of transport;
- to ensure that persons with disabilities are informed in a better way.

### **Measures:**

#### **1. Ensuring access to persons with disabilities and persons with reduced mobility**

**Body responsible:** City Office for Physical Planning, Construction of the City, Utility Services Transport

**Bodies co-responsible:** City Office of Education, Culture and Sport, City Office for Social Protection and Persons with Disabilities, Department for local self-government, the City Office for Economy, Labour and Entrepreneurship, Zagreb Holding d.o.o, owners and holders of other real rights on these structures, Tourist Board Zagreb in cooperation with the social, health, educational, cultural, sports and recreational facilities and referential associations, associations of persons with disabilities, associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb and others

**Activities:**

1. Determine the condition and needs for adjustment of existing buildings in order to ensure accessibility based on operational annual plans.
2. Ensuring the adjustment of existing buildings for persons with disabilities and persons with reduced mobility:
  - a) to ensure accessibility and provide elements of IT support for persons with disabilities inside the buildings of health and social institutions founded by the City of Zagreb and in their environment
  - b) to ensure accessibility and provide elements of IT support for children with developmental difficulties in kindergartens, primary and secondary schools in accordance with the enrolment plan for children and young persons with developmental difficulties;
  - c) to ensure accessibility and elements of IT support for persons with disabilities in cultural institutions founded by the City of Zagreb, in accordance with the priorities established by associations of persons with disabilities;
  - d) to ensure accessibility to sport and recreational institutions, buildings and areas;
  - e) to ensure accessibility to buildings which are also tourist attraction, founded by the City of Zagreb.
3. Supervise the ensuring of elements of accessibility for an independent life of persons with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Determined conditions and needs for the adjustment of existing buildings.
2. Number of existing buildings with ensured accessibility.
3. Number of existing buildings with ensured elements of accessibility for providing independent life of persons with disabilities and number of interventions that were required.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Providing accessible public transport**

**Body responsible:** City Office for Physical Planning, Construction of the City, Utility Services Transport

**Bodies co-responsible:** City Office for Economy, Labour and Entrepreneurship, City Office for Social Protection and Persons with Disabilities, Zagrebački Holding- Subsidiary ZET, Subsidiaries Zagreb Roads in cooperation with Croatian Railways CR, Croatian Railways Holding., associations of persons with disabilities and associations carrying out programmes providing benefits persons with disabilities, the Commission for Persons with disabilities of the City of Zagreb

**Activities:**

1. Ensuring stations and platforms, parking spaces, public pedestrian areas, traffic lights, pedestrian crossings, pedestrian islands and crossroads adjusted to persons with disabilities, on all places where this has not been done, in accordance with the Rulebook on ensuring accessibility of buildings to persons with disabilities and reduced mobility (Official Gazette 78/13):

- a) installing lifts and/or portable platforms in subways of the City of Zagreb, in accordance with priorities determined by associations of persons with disabilities and associations working in favour of persons with disabilities;
- b) continuous instalment of sound signals on new crossroads and existing ones, in accordance with the priority plan of persons with disabilities;
- c) instalment of tactile surfaces (leading lines and caution spaces), in accordance with the priority plan of persons with disabilities;
- d) continuous lowering of kerbstones during the reconstruction and road construction.

2. The change of the old, worn-out public transport car park and replace it with a new one, adjusted to persons with disabilities.

3. Purchasing new specially adapted vans for the transport of adults with physical disabilities.

4. Purchasing new specially equipped vehicles for the transport of children with difficulties in mobility.

5. Constant improvement of accessible transport on intercity bus lines.

6. Promotion of the expansion of accessible railway transport and equipping stations with mobile platforms (adjustment of all terminals and stops)

7. Ensuring an adjusted taxi transport for persons with disabilities.

This activity will be implemented in accordance with the signed contract and needs of users, and in accordance with the financial possibilities of the City of Zagreb.

8. Monitoring of regulations and participation in the improvement of legal regulations:

- a) monitoring and analysing the application of legal regulations in the field of public transport;
- b) promotion and participation in the change of existing regulations in order to increase personal mobility of citizens and obtain sustainable mobility.

9. Organization of educational programmes for experts, providers of transport services and users:

Organization of education on the implementation and using of transportation means of experts and providers of transport services on the specificity and characteristics of disability.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

3. activity: from 2017 two vehicles per year.

4. activity: from 2017 two vehicles per year.

Activity 5: 2016 – 2020, continuously

Activity 6: 2016 – 2020, continuously

Activity 7: 2017. – 2020

Activity 8: 2016 – 2020, continuously

Activity 9: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of provided stations and platforms, parking spaces, public pedestrian areas, traffic lights, pedestrian crossings, pedestrian islands and crossroads adjusted to persons with disabilities.
2. Number of ensured accessible public transport means for persons with disabilities.
3. Number of purchased specially equipped vans.
4. Number of purchased specially equipped vans.
5. Number of ensured accessible public transportation means for persons with disabilities on intercity routes.
6. Number of adapted train wagons, number of railway stations equipped with mobile platforms for embarkation-disembarkation of persons in wheelchairs.
7. Number of ensured adapted taxi vehicles for persons with disabilities.
8. Initiatives for changing and improvement of regulations.
9. Number of educational programmes and number of attendants of these programmes.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Promotion of the development of the Universal Design<sup>1</sup>**

**Bodies responsible:** City Office for Physical Planning, Construction of the City, Utility Services and Transport, City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities and associations working in favour of persons with disabilities

**Bodies co-responsible:** Zagrebački Holding d.o.o., Commission for Persons with Disabilities of the City of Zagreb

**Activity:**

1. Encouraging the implementation of the Universal design.  
organisation of educational programmes for experts, providers and users of transport services on the possibilities of the implementation of the Universal design

**Implementation period:**

1. 2016 – 2020, continuously

**Indicators of implementation:**

1. Implementation of the Universal Design.
2. Organized educational programmes.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Increasing the safety of persons with disabilities in traffic**

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<sup>1</sup> Universal design marks product design, environment, programmes and services so that they can be used by all people to the greatest extent, without a need of adjustment or special designing. Universal design does not exclude helping devices for some groups of persons with disabilities when necessary.



**Bodies responsible:** City Office for Social Protection and Persons with Disabilities, City Office for Physical Planning, Construction of the City, Utility Services and Transport,

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To promote the accessibility of new information and communications technologies and systems to increase the security of persons with disabilities in traffic.
2. To educate persons with disabilities on the usage of modern informational systems (public city transport vehicles, sound signals, displays ...).
3. To encourage and co-finance the activities of organizations of persons with disabilities aimed at increasing the safety of persons with disabilities in traffic (education, campaigns ...).
4. Organizing educational programmes for drivers and companions of Zagrebački Holding, Subsidiaries of ZET as well as taxi drivers on communicational skills and an appropriate approach toward persons with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

**Indicators of implementation:**

1. Ensured accessibility of new informational and communicational technologies and systems.
2. Number of educated persons with disabilities for the use of modern informational systems.
3. Number of co-financed programs/projects, conducted campaigns, trainings, number of users.
4. Number of training sessions, number of trained drivers.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**5. Solving housing problems of persons with disabilities**

**Body responsible:** City Office for Legal –Property Relations and City’s Assets

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Lease apartments owned by the City of Zagreb to persons with disabilities in accordance with *the Decision of the Apartment Lease* (Official Gazette of the City of Zagreb, 22/09, 3/12, 15/12 and 22/13).

**Implementation period:**

Activity 1: 2016 – 2020, continuously

### **Indicators of implementation:**

1. Number of assigned apartments.

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **6. PROFESSIONAL REHABILITATION, EMPLOYMENT AND WORK**

### **Introduction and current situation assessment**

Vocational rehabilitation and employment are key elements of social inclusion and economic independence for persons with disabilities, while work and employment are the basic conditions for their integration into the regular living conditions. Although the right to work is one of the basic human rights, currently many people with disabilities find access to the world of work impossible. For the realization of the right to work and employment of persons with disabilities the legislative framework on international, European, national down to the local level is an important factor.

*The Convention*, as the basic international framework for the rights of persons with disabilities, comprehensively regulates the right to work and employment of persons with disabilities on an equal basis with others.

European institutions adopted various guidelines and legal instruments to enforce the provisions related to work and employment of which the most important are: *European Strategy for Persons with Disabilities 2010- 2020* and the *Guarantee for Young People*. European legislative and consultative framework encourages the development and application of various models of social inclusion of persons with disabilities and employment in sheltered conditions or in the open market. The city of Zagreb and Croatia undertake various efforts to help persons with disabilities to enter into the world of work, employment and their stay in an accessible and stimulating work environment.

New *Act on Professional Rehabilitation and Employment of Persons with Disabilities* (Official Gazette 157/13, 152/14 hereinafter) represents an important step within the policy of employment of persons with disabilities. The most important changes relate to: the introduction of a single quota of 3% of the total number of employees for all employers, regardless of the activities they perform; enlargement of replacement quotas by signing a contract on business cooperation with entities employing persons with disabilities; detailed regulation of priority employing of persons with disabilities; recording and monitoring of employed persons with disabilities which is a basis for planning the programs for their employment and others.

Zagreb actively participated in the drafting of *the Act* and implementing regulations through its representatives, and has a leading role in implementation of most provisions.

The City was the first to establish the Centre for Vocational Rehabilitation, which should significantly improve the system of vocational rehabilitation and ensure adequate support for persons with disabilities in all parts of the working process.

*Centre for Vocational Rehabilitation Zagreb* (hereinafter: Centre), City of Zagreb and Ministry of Labour and Pension System founded the Centre in 2015 in the ratio of 60%: 40%. This is the first institution registered for vocational rehabilitation of persons with disabilities in Croatia. Zagreb has took over the main organizational and financial support of the centre's activity which is related to: organization and carrying out of vocational rehabilitation services; participation in the establishment of the remaining working and general capabilities; professional information, counselling and evaluation of professional abilities of persons with disabilities; analysis of the labour market, employment opportunities and involvement in their

work; assessment of implementation, development and improvement of vocational training programs; vocational training, retraining and programs for maintaining and improving working and social skills and abilities in the period until the employment and other activities.

In parallel with the adoption of *the Act* a unique system of expert evaluation for disability was established underlying the unique methodology that determines physical, mental, intellectual or sensory impairments/functional skills/work and remaining work capacity in order to achieve individual rights in different systems. Expert evaluation is carried out under *the Act on Single Body of Expert Evaluation* (Official Gazette 85/14 and 95/15 – Regulation) and *Regulation on Expert Evaluation Methodologies* (Official Gazette 153/14 and 108/15).

Despite the comprehensive laws in force, the economic crisis affects the most vulnerable social groups, which are further exposed to many social risks and problems.

On the level of the European Union unemployment is recognized as one of the largest social problems. Although the City of Zagreb, in relation to the rest of the country, according to all indicators of unemployment is in a much better position, it is also exposed to adverse trends in the area of unemployment (Social picture for 2014). According to available data of the Croatian Employment Service – Regional Office Zagreb it is evident that:

the number of unemployed persons with disabilities gradually increases each year, so that at the end of December 2015 there were recorded 1,507 persons with disabilities, which is 5.4% more than in the same period of 2014. In the structure of unemployed persons with disabilities, 40.1% is referred to the combination of impairment, which is followed by persons with intellectual disabilities (21.7%), physical disability (9.8%), and organic disorders (9.4%), chronic diseases (8.8%), hearing loss (6.6%), while there is 2.9% of those who have vision impairment, and 0.7% of persons with disabilities a voice-audio communication.

Along with the trend of a slight increase in the number of unemployed persons with disabilities, a growing number of persons with disabilities who temporarily or permanently find their place in the labour market can be observed.

During 2015, from the records of the Croatian Employment Service – Regional Office Zagreb the City of Zagreb employed a total of 541 persons (510 persons on the basis of employment contract and 31 people on the basis of other business activities), which is 33.9% more than in the same period of 2014.

Croatian Employment Service implements active employment policy in accordance with *the Guidelines for the Development and Implementation of Active Employment Policy in the Republic of Croatia for the period of 2015 – 2017*

Employment of persons with disabilities in the labour market is generally associated with active employment policy measures (public works, aid for employment, vocational training, etc.). During 2015, through public work measures in the Croatian Employment Service – Regional Office Zagreb 140 persons with disabilities were employed.

Data on employment of persons with disabilities according to the Croatian National Institute for Employment – Regional Office Zagreb indicate that increasing trend of employment of persons with disabilities in 2015 by 33.9% compared to 2014.

In the structure of employees on the basis of employment contract on the level of the City of Zagreb, the largest number of disabled people was employed for determined period (85.9%). Most of them are under 35 years or age (64.9%), and the previous work experience has 79.8%. With regard to the type of damage, most employees have multiple disabilities (31.2%), and most of them have passed the process of expert evaluation in the social welfare system before the age of 18 (68.8%).

The city administrative bodies of the City of Zagreb employ a total of 2,718 officers/employees of which 197 are persons with disabilities.

The City of Zagreb is the owner of the Zagrebački Holding, a company with a wide range of business activities. The total number of employees at the end of 2015 was 8,196, of which 340 or 4.0% were persons with disabilities. Men with disabilities make up 84.1%, while only 15.9% of women.

Sheltered employment is a significant form of employment in particular for persons with severe disabilities who can hardly expect employment in an open labour market.

In the City of Zagreb there are two sheltered workshops employing the majority of people in safety conditions in the Republic of Croatia: URIHO – Institution for Vocational Rehabilitation and Employment of Persons with Disabilities and LADA d.o.o. City of Zagreb is the founder of URIHO, the largest sheltered workshop in the country that has somewhat less than 300 employees with disabilities (58% total) and LADA employs 14 persons with disabilities. During 2015 21 persons with disabilities were newly employed in sheltered conditions. In terms of safety there is a growing trend of employment of people with serious and numerous defects.

During 2015 URIHO was able to prepare and guide to the open labour market twenty persons with disabilities through special aspects of vocational rehabilitation.

Long-term stability and sustainability of employment of persons with disabilities, a slight increase in total employment of persons with disabilities in sheltered conditions and in the open labour market is the result of implementation of measures and activities of previous policy documents relating to persons with disabilities, in particular the *Strategy 2011 – 2015*. Especially important are the following measures and actions:

The co-funding of sheltered workshops URIHO and LADA, according to *the Programme of State Aids for the Employment of Persons with Disabilities (2015. – 2020)* and continuing professional and organizational support in all activities, ensuring the sustainability and stability of jobs to employees with disabilities and their families.

In recent years, unemployed persons with disabilities attended computer courses in the framework of preparation for the labour market which were organized by the City of Zagreb. Persons with disabilities have completed training according to the curriculum that covers basics of information technology and advanced techniques. Through associations of persons with disabilities courses of English and other foreign languages were held regularly, as well as various workshops for development of social and other skills of persons with different types and degrees of disability. Through the Appendix to the programme of incentive of development of crafts and small and medium enterprises in the City of Zagreb ( Official Gazette of the City of Zagreb 8/07), it was enabled to assign support to enterprises employing persons with disabilities, or enterprises planning to employ them. The new *Program to Encourage the Development of Crafts, Small and Medium enterprises in Zagreb 2013 to 2017* (Official Gazette of the City of Zagreb 4/13, 25/13, 22/14 and 15/02) established a series of measures including Measure 1.7. Aid for social entrepreneurship. The objective of this measure is promotion and development of social entrepreneurship and social enterprise initiatives to ensure social cohesion and involvement in entrepreneurship and labour market of marginalized, socially vulnerable groups such as persons with disabilities, people with years of hard work, victims of domestic violence, parents or guardians of children with disabilities, ethnic minorities and others.

In 2015, the *Ordinance on the Criteria and the Method of Awarding Grants for the Development of Social Entrepreneurship* (Official Gazette of the City of Zagreb, 22/15). Based on a conducted tender, several newly established social cooperative associations of persons with disabilities provide significant financial support to carry out their work activities that will also encourage other organizations for this type of entrepreneurship. In partnership with the City of Zagreb, associations and institutions in the previous period had secured funding from EU projects which enhance their own business. The City of Zagreb permanently

assigns office spaces to organizations of persons with disabilities and organizations that can carry out work activities and various forms of social inclusion. Organizations of persons with disabilities as key service providers in the field are in a unique position to develop access programs for their members, including those who are furthest from the labour market.

Until 2020 in the field of vocational rehabilitation, work and employment of persons with disabilities in the City all measures and actions that lead to positive outcomes for a larger number of persons with disabilities will continue to be implemented and improved. New measures will be planned and implemented in accordance with the accepted priorities of *the Social Plan of the City of Zagreb (2014 – 2020)*, *the Action Plan* and all upcoming European and national strategic documents and laws. For future actions in the field of labour and employment, measures and activities should comply with the recommendations of the Commission on Rights of Persons with Disabilities in the concluding remarks of the Initial Report of the Republic of Croatia regarding the implementation of *the Convention (2015)*. The Commission expressed their concern about the unemployment of the majority of persons with disabilities and poor wages of the employed ones. Therefore, it suggested creating of an action plan for monitoring employment rate of persons with disabilities in the open labour market. It also proposed the introduction of additional incentives to employers who hire persons with disabilities, regulating and monitoring adjustment of job posts, including supported employment.

City of Zagreb will follow all recommendations and opportunities to improve the situation of persons with disabilities in the labour market and implement them in accordance with the possibilities in the period for which this document was adopted.

#### **Objectives and priorities:**

- to promote the employment of persons with disabilities in the open labour market;
- to encourage various forms of employment of persons with disabilities
- to improve working conditions in sheltered employment forms and ensure the stability and sustainability of the protection of jobs;
- to promote the inclusion of persons with disabilities in the world of work and community life,
- to improve the protection of rights and dignity of persons with disabilities in the field of vocational rehabilitation of labour and employment;
- to enable participation of persons with disabilities in professional assessment, guidance, education and services related to employment;
- to raise awareness and encourage employers and the community on the need for recognition of existing and potential capabilities and contributions of persons with disabilities to general welfare of the community and encourage them to employ persons with disabilities;
- to encourage the employment of women and young persons with disabilities in need of increased support and concern of the community;
- to promote continuous empowerment of persons with disabilities to be actively involved in mitigating the negative effects of social risks and improve their socio-economic status;
- to improve the quality of life of persons with disabilities, their social integration in all areas of social life;
- to establish and continuously monitor the actions of reasonable adjustments in the system of work and employment.

#### **Measures:**

### **1. Encouraging employment of persons with disabilities in the open labour market**

**Bodies responsible:** City Office for Economy, Work, and Entrepreneurship, City Office for Social Protection and Persons with Disabilities, Mayor's Professional Service.

**Bodies co-responsible:** city administrative bodies, institutions, Zagrebački Holding d.o.o., the Croatian Employment Service – Regional Office Zagreb, Development Agency Zagreb – TPZ d.o.o. – Business Centre Unit, associations of persons with disabilities, associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Monitor the employment of persons with disabilities in the city administrative bodies, institutions, companies owned by the City of Zagreb, in accordance with legal provisions.
2. Develop an action plan to increase employment of persons with disabilities in the open labour market (2017. – 2020).
3. Implement measures envisaged by the Action Plan.
4. Incorporate incentives for employment and self-employment of persons with disabilities (provision of space, financial support and services) in existing programs to encourage entrepreneurship for the development of crafts and other activities.
5. Carry out all the incentives that will be incorporated in the encouragement programs.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2017 – 2020

Activity 4: 2016

Activity 5: 2017 – 2020

**Indicators of implementation:**

1. Number of employed persons in the city administrative bodies, institutions, companies owned by the City of Zagreb
2. Developed and adopted action plan
3. Implemented measures
4. Embedded and adopted proposals
5. Number of individual supports

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Employment of persons with disabilities in protected conditions**

**Bodies responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** URIHO – Institution for Vocational Rehabilitation and Employment of Persons with Disabilities, LADA d.o.o, City Office for Economy, Labour and Entrepreneurship, City Office for Legal –Property Relations and City's Assets, City Office for Urban Planning, Building of the City, Construction, Utilities and Transport , Development agency – TPZ d.o.o, associations of persons with disabilities and associations dealing with programs providing benefit to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To provide and pay financial support in accordance with the *Programme of state aids for the employment of persons with disabilities (2015. – 2020)* employed in sheltered workshops.
2. To encourage sheltered workshops and other entities that implement protective employment applying to the EU funds and to provide them with appropriate support in these activities,
3. To provide financial, organizational and other support to URIHO Institution in implementing all activities in the construction and bringing into operation the production of the future complex URIHO in the Kajzerica neighbourhood

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Insured and paid support.
2. Number and type of realized projects according to EU funds.
3. Degree of development of the complex.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Encouraging various forms of employment of persons with disabilities**

**Body responsible:** City Office for Economy, Work, and Entrepreneurship, City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Development Agency Zagreb – TPZ doo, URIHO – Institution for Vocational Rehabilitation and Employment of Persons with Disabilities, social cooperatives and other organizations that employ persons with disabilities, the Centre for Vocational Rehabilitation Zagreb, institutions and associations of persons with disabilities, associations carrying out programmes providing benefits to persons with disabilities, Croatian employment Service, adult education institutions, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. To provide and pay support for social entrepreneurship in accordance with the *Program to Encourage the Development of Crafts, Small and Medium enterprises in Zagreb 2013 to 2017*
2. To encourage introduction of alternative forms of work, work at home, etc.
3. Developing and implementing training programs for working assistants.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2017 – 2020

**Indicators of implementation:**

1. Number of individual supports
2. Number of employed persons with disabilities.
3. Realized program and number of qualified students

**Required financial means:** will be planned in the budget of the City of Zagreb.

#### **4. Development of vocational rehabilitation system of persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Centre for Vocational Rehabilitation Zagreb, URIHO – Institution for professional rehabilitation and employment of persons with disabilities, associations carrying out programs in the field of vocational rehabilitation and employment of persons with disabilities, other institutions active in the field of vocational rehabilitation and employment of persons with disabilities, ministries in charge of labour and social welfare, Croatian Employment Service, Institute for Expert Evaluation, Professional Rehabilitation and Employment of Persons with Disabilities, other centres for professional rehabilitation, Commission for Persons with Disabilities of the City of Zagreb

##### **Activities**

1. To develop and implement a pilot project “Development of Mobile Teams for Vocational Rehabilitation Process and Support in Employment”.
2. To run network of vocational rehabilitation providers.
3. To develop a program of social inclusion for temporarily unemployable persons with disabilities and people on long term sick leave.
4. To develop a program of stabilization measures for unemployed and employed persons with disabilities.
5. Professional, financial and physical follow up of the development of the Centre for Vocational Rehabilitation Zagreb.

##### **Implementation periods:**

Activity 1: 2017 – 2020

Activity 2: 2016 – 2020, continuously

Activity 3: 2017 – 2020

Activity 4: 2017 – 2020

Activity 5: 2016 – 2020, continuously

##### **Indicators:**

1. Project drafted; project implemented, evaluation of project results performed
2. Launched network of vocational rehabilitation providers
3. Number of programs developed, number of programs implemented, number of users who have passed through the program
4. Number of programs developed, number of programs implemented, number of users who have passed through the program
5. Number of vocational rehabilitation services, counselling services and the like; funds spent for the Centre’s operation

#### **5. Ensuring mechanisms of protection from discrimination in the area of employment and work of persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities



**Bodies co-responsible:** City Office for Economy, Labour and Entrepreneurship, URIHO – Institution for Vocational Rehabilitation and Employment of Persons with Disabilities, Croatian Employment Service, Institute for Expert Evaluation, Professional Rehabilitation and Employment of Persons with Disabilities, associations of persons with disabilities, associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb, adult education institutions

**Activities:**

1. Carrying out systematic education programmes for employers, persons with disabilities and workers who work in the area of rehabilitation and employment.
2. Regularly inform the professional and general public about examples of good practice in employment of persons with disabilities through the media and social networks.
3. Encouraging and raising the awareness of employers for the employment of persons with disabilities.
4. Encouraging employers to use measures for the investment in accessibility and adjustment of working posts.
5. Conduct promotional campaigns employment of persons with disabilities in the open market by promoting successful persons with disabilities in the labour market.
6. Encouraging the provision of organized expert help for persons with disabilities in the adjustment to the new working environment, and for employers in the organisation of the working process and ensuring working conditions for persons with disabilities.

**Implementation periods:**

- Activity 1: 2016 – 2020, continuously  
Activity 2: 2016 – 2020, continuously  
Activity 3: 2016 – 2020, continuously  
Activity 4: 2016 – 2020, continuously  
Activity 5: 2016 – 2020, continuously  
Activity 6: 2016 – 2020, continuously

**Indicators:**

1. Number of training held
2. Number of participation and publication in the media and social networks
3. Number of workshops, seminars and information events
4. Number of measures used in investment in accessibility.
6. Educated and prepared users.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**6. Making employers aware of the need to employ persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office for Economy, Labour and Entrepreneurship, URIHO – Institution for Vocational Rehabilitation and Employment of Persons with Disabilities, Croatian Employment Service, Institute for Expert Evaluation, Professional Rehabilitation and Employment of Persons with Disabilities, associations of persons with disabilities, associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb, Croatian Chamber of Commerce

**Activities:**

1. To organize and help organize presentations on the skills, knowledge, abilities and potential of persons with disabilities, as well as on supportive and accessible technologies
2. To organize and help organize campaigns for the employment of persons with disabilities and make employers aware of the need by using examples of best practice
3. To organize events where school-leavers among pupils and students with disabilities and employers can meet.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

2. activity: once a year

3. activity: once a year

**Indicators of implementation:**

1. Organised educational programmes, panel discussions, professional gatherings
2. Campaigns realized
3. Meetings held

**Required financial means:** will be planned in the budget of the City of Zagreb.

## 7. LEGAL PROTECTION AND PROTECTION FROM VIOLENCE AND ABUSE

### Introduction and current situation assessment

In accordance with the principle of non-discrimination, which is promoted by all fundamental international documents on human rights and the principle of equality, which has taken hold since the *Universal Declaration of Human Rights*, the Constitution of the Republic of Croatia defined itself as a state paying special attention to protection of persons with disabilities and their integration into social life.

Since the position of each country on a global scale, which measures the contribution in the field of human rights, depends on the quantity and quality of the additional protection provided to persons with disabilities in order to achieve equality with other citizens associated with this area, the Republic of Croatia has been working on a comprehensive legal national framework that would incorporate international standards to ensure that persons with disabilities are provided with the highest level of protection, access to all rights and their exercise without discrimination.

The most important international document in the area of protection of persons with disabilities is the *UN Convention* the purpose of which is the advancement, protection and ensuring of full and equal enjoyment of all human rights and fundamental freedoms of persons with disabilities, as well as the advancement and respect of their inherent dignity. By signing the Convention, the Facultative Protocol and its ratification in the Croatian Parliament in 2007, the Convention became part of the legal system of the Republic of Croatia, in terms of legal force above the law in the Republic of Croatia.

In order to implement the *Convention* and to further enhance the protection of the rights of persons with disabilities and children with disabilities, the *National Strategy for Equalization of Opportunities for Persons with Disabilities from 2007 to 2015* was adopted.

Also, in 2007 the Ombudsman Act on persons with disabilities and the Croatian Parliament assigned the attorney for persons with disabilities which protects monitors and promotes rights and interests of persons with disabilities.

The rights of persons with disabilities are organized by many legal and pre-legal acts that comprise different areas of life including legal protection and protection from violence and abuse. In 2013, the *Act on Free Legal Aid* was adopted, and the purpose of legal aid in the sense of that act is the realization of equality of all persons before the law, ensuring the citizens of the Republic of Croatia and other persons, in accordance with its provisions, the effective realization of legal protection and access to courts and other government agencies under the same conditions.

Furthermore, the 2008 Prevention of Discrimination Act and its amendments in 2012 ensures the protection and promotion of equality as the highest values of the Constitution of the Republic of Croatia, provides assumptions for the fulfilment of equal opportunities and establishes the protection from discrimination on the basis of gender, language, religion, national and social origin, age, health condition and disability.

The right to a dignified life without violence of all citizens of the Republic of Croatia has been regulated by a number of laws and other regulations. The 2009 Protection Against Domestic Violence Act and its modifications and additions fully regulate the solution to this growing social problem. The 2011 Criminal Law Act and its modifications and amendments increase punishments for criminal acts against marriage, family and youth and criminal acts against gender freedom and sexual morality.

*Convention on Preventing and Combating Violence Against Women and Domestic Violence of the Council of Europe (2013)*, as well as the *National Strategy for Protection against Domestic Violence for from 2011 to 2016* emphasize the need to recognize the

problem of abuse, the need to take social action to combat violence in the family and development of a comprehensive framework, policies and measures for protection and assistance to all victims of violence against women and domestic violence.

*The National Policy for Gender Equality for from 2011 to 2015* is the main strategic document of Croatia, which is aimed at removing discrimination against women and establishing genuine gender equality by adopting a policy of equal opportunities. Also, the *Ordinance on Procedures in Cases of Sexual Violence* (2014), among other things, contains the obligations of competent bodies and other factors involved in identification and elimination of sexual violence and provides assistance and protection to persons exposed to sexual violence, as well as the form, manner, and content of their cooperation. The *Ordinance on Procedures in Cases of Domestic Violence* (2008.) and *Ordinance on Procedures in Cases of Violence among Children and Young People*, precisely define measures and procedures taken by authorities which participate in the discovery and suspension of violence and provide help for victims of violence. All the above-mentioned documents focus on improving the victim's position and his or her quality of life. When children with developmental difficulties and persons with disabilities are victims of violence, the society should demonstrate an even higher degree of sensitivity and ensure a higher level of protection.

Provisions of the Constitution of the Republic of Croatia stress the need to protect children and the incapacitated, and this applies in particular to children with developmental difficulties and persons with disabilities.

Convention on the Rights of the Child stresses that a child with developmental difficulties “should have a full and decent life under conditions guaranteeing dignity, strengthening reliance on the child’s own capabilities and making his or her inclusion in the community easier”. By *Acceding to the Convention*, Croatia has pledged to ensure the protection of the child from all forms of violence in the family, institutions and in the general social environment. The provisions of *the Convention* are related to the protection of the child: physical and mental violence, abuse and neglect; all forms of sexual exploitation and sexual abuse; abduction and trafficking of children; all other forms of exploitation harmful to any aspects of the child’s welfare and inhumane or Degrading treatment or punishment. Also, *the Convention* determines the obligation of the state to provide measures of support for physical and psychological recovery of the child – victims of violence and their social reintegration. Effective protection of children assumes clearly defined steps in the child protection process and clearly defined roles among the participants of this process as well as the establishment of good cooperation between experts from all systems working with children (health, education, social welfare, police, judiciary, etc.).

*The Ordinance of Procedure in case of Child Abuse and Neglect* (2014) will contribute, among other things, to development and expansion of the network of multidisciplinary teams for protection of children in the local community and the implementation of a unified model of all teams in Croatia. Also, the *Ordinance on Procedures by Educational Workers in Educational Institutions in Taking Measures to Protect the Students Rights and the Application of any Violations of these Rights to the Competent Authorities* (Official Gazette 132/13) sets out the manner in which teachers, educators, professionals and principals of primary and secondary schools and dormitories take legal measures to protect each student and their obligation to notify the competent authorities about any breach of those rights.

In recent years the City of Zagreb has been implementing a complete and unique policy towards persons with disabilities, in accordance with the adopted strategic documents. These documents clearly give special attention to vulnerable groups, including persons with disabilities, particularly women and girls with disabilities who are often faced with multiple discriminations based on gender and disability. Starting from the fact that violence is a form

of discrimination and one of the most serious violations of fundamental human rights and the women are usually the victims of domestic violence, this area needs special attention. In addition to the implementation of legal obligations, it is necessary to undertake a series of other measures to act on the prevention of domestic violence, as well as providing timely assistance to all victims of violence, with the encouragement of continuous cooperation between all competent authorities.

Since of the importance and significance of this topic, this strategy treats legal protection and protection from violence and abuse as one separate unit. Its objectives are to ensure access to legal regulations for the protection of human rights and fundamental freedoms of persons with disabilities, and especially certain groups: women and young girls with developmental difficulties, persons with major disabilities, children with developmental difficulties, young persons with disabilities and the elderly. In the area of protection from domestic violence, the international documents particularly emphasize the need for adequate number of shelters (safe houses), counselling centres and other services intended for victims of violence and the existence of clear procedures and protocols for the application of the laws governing this area.

The City of Zagreb has been preparing to implement international and national regulations aimed at providing effective, timely and adequate protection and support to victims of domestic violence, by adopting an all-encompassing programme of activities – *Zagreb Strategy of Unified Policy for Protection from Domestic Violence from 2008 to 2010*. By accepting and implementing measures in that *Strategy* related to all victims of violence, including persons with disabilities, a new efficient and holistic approach of interdisciplinary care for children and adults – victims of domestic violence has been established. Building upon it, in the period 2011. – 2016 a new *Strategy* was adopted which treats – *protection of particularly vulnerable groups, victims of domestic violence* as a separate area.

A higher degree of a whole and permanent system of help and care for victims of domestic violence has been ensured by the founding of the institution *Home for Child and Adult Victims of Domestic Violence Duga – Zagreb* (2007).

This Foundation is organized to offer:

- accommodation for victims at a secret location: 24-hour availability, providing psychosocial and legal support by specially trained professionals, care about nutrition, health, job search assistance and others.

- Counselling for children and adult victims of domestic violence: specialized for victims of domestic violence who are not placed in an institution, introducing victims to legal measures and possible social interventions of the society, as well as providing psychological support.

- Psychosocial treatment of perpetrators of domestic violence in order to protect the victim: this treatment is imposed as a precautionary measure to protect the victim and other family members; the treatment provides an adequate professional approach to the perpetrator/perpetrators of domestic violence as they are convicted of inappropriate emotional reactions expressed in terms of different forms of aggressive behaviour. It is important to emphasize that the *Duga* facility is accessible to people in wheelchairs.

Although this complex social problem has been under closer scrutiny over the last years, expert research activities are still lagging behind the fast changes present in the structure and scope of the phenomenon. Activities of the community have focused almost exclusively on measures for recognition and protection of individuals or groups of victims of violence.

Statistical data on and the analysis of the cause-effect relationship established when children with developmental difficulties and persons with disabilities are victims of violence are practically non-existent. Occasional evaluations are made, that may be realistic, claiming

that women with disabilities are most exposed to the risk of domestic violence, followed by children with developmental difficulties and elderly persons with disabilities. Data provided by the Zagreb Police Department, the Municipal Criminal Court in Zagreb Municipal State Attorney's Office in Zagreb, the High Misdemeanour Court of the Republic of Croatia and Social Welfare Centre Zagreb testify to a trend of increase in the number of detected and reported criminal offenses and domestic violence. Based on the data of the Centre for Social Welfare Zagreb in 2014 the number of reports on cases of domestic violence in the regional offices of the Centre for Social Welfare Zagreb has increased, and the number of women and children who are receiving treatment in the social welfare system due to abuse and neglect in the family also has significantly increased.

Implementation of the *Strategy in the period 2011 to 2015* showed the importance of further work in this area. Due to vulnerability which is a characteristic of disability there is a bigger exposure to domestic violence and violence in the wider community. This is sufficient reason for a constant and more powerful education and the raising of awareness for the need to respect human rights as well as the importance of prevention and protection of persons with disabilities from all forms of violence and the implementation of non-discriminating policy. It is necessary to establish a preventive and an efficient protective system by which all forms of violence towards persons with disabilities through interdepartmental cooperation will be prevented, the offenders adequately punished, and persons with disabilities, victims of violence, successfully rehabilitated and integrated into the society on an equal basis.

Children with developmental difficulties and persons with disabilities should primarily have access to national and local legal regulations that are part of the system of general legal protection and protection against violence and abuse, and the access should be provided by a method of communication adapted to the capabilities of persons with disabilities. It is of crucial importance to establish a continuous cooperation of responsible bodies and other factors which take part in the prevention and decrease of violence among children and the young( educational institutions, homes for children care, centres for social welfare, police stations, health institutions, state lawyer offices and units of local self-administration). Of crucial importance in this process is the role of civil society, especially associations of persons with disabilities as key supporting factors.

Related to the area of legal protection and protection against violence, the *Strategy* should help achieve the following objectives:

**Objectives and priorities:**

- to ensure professional and legal help and access to legal regulations for the protection and promotion of human rights and fundamental freedoms of persons with disabilities on an equal basis with other persons;
- to ensure effective and equal access to all systems of protection in the community;
- to establish effective protection of persons with disabilities against all kinds of violence and abuse.
- to provide various forms of support for victims of domestic violence psycho-social assistance, counselling, hotline and other services dedicated to the victims;
- to provide continuous training of professionals;
- to implement information and sensitization measures of the public in order to prevent domestic violence;
- improve interagency coordination.

**Measures:**

## **1. Providing persons with disabilities adequate professional legal help on all levels**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Office of the Ombudsman for Persons with Disabilities, Social Welfare Centre Zagreb, Counselling Centre for people with disabilities and their families, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

### **Activities:**

1. Ensuring legal counselling for persons with disabilities via associations of persons with disabilities, co-financing programmes and projects of associations, organizing workshops and seminars.
2. Ensuring continued operation of counselling centres in Zagreb.
3. Continuously inform and encourage persons with disabilities to use the counselling services of the City of Zagreb, counselling for children and adult victims of domestic violence in the Home for Child and Adult Victims of Domestic Violence "Duga – Zagreb" and legal counselling of the Social Welfare Centre Zagreb.
4. To improve cooperation of experts at all levels.

### **Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

### **Indicators of implementation:**

1. Number of held seminars and workshops.
2. Number of persons with disabilities-beneficiaries of the counselling centre or attendants of seminars and workshops, satisfaction and evaluation of users of the counselling centre and attendants of seminars and workshops.
3. Number of users of the counselling centres.
4. Number of contacts realized and working meetings held.

**Required financial means:** will be planned in the budget of the City of Zagreb within the counselling work and annual tenders for programmes and projects of associations

## **2. Ensuring access to regulations for persons with various types of impairment**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office for Education, Culture and Sports, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Croatian Library for Blind Persons, Commission for Persons with Disabilities of the City of Zagreb

### **Activities:**

1. Translating documents on protection of human rights in Braille script and audio medium; as well as its publication which is adapted to persons with intellectual difficulties

2. Translating documents regulating protection against violence and abuse in Braille script and audio medium as well as its publication which is adapted to persons with intellectual difficulties
3. Distribution of printed documents to users.
4. Continuous preparation of information on legal regulations and publications on web pages.
5. Regularly update and maintain the website and customize its content for deaf people.

**Implementation periods:**

- Activity 1: 2016 – 2020, continuously  
Activity 2: 2016 – 2020, continuously  
Activity 3: 2016 – 2020, continuously  
Activity 4: 2016 – 2020, continuously  
Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of published documents.
2. Number of published documents.
3. Number of distributed documents.
4. The quality of information and its access to persons with disabilities.
5. Satisfaction of the users with the material created and the quality of information published on web pages.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Empowering and educating disabled persons/children with disabilities to recognize and protect against all forms of discrimination, violence and abuse**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office of Education, Culture and Sports, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, associations and organizations that deal with victims of domestic violence and their family members, counselling centre for children and adult victims domestic violence Home for Child and Adult Victims of Domestic Violence “Duga – Zagreb”, Semi-clinic for protection of children and youth of the City of Zagreb, Social Welfare Centre Zagreb, Commission for Persons with Disabilities of the City of Zagreb and others.

**Activities:**

1. Creating a programme and plan of educational programmes.
2. Continuous holding of seminars and training workshops, panel discussions, lectures, etc., for persons with disabilities of various types of damage and groups (women, youth, elderly), for leaders of association and family members.
3. Encourage programs and projects related to prevention and protection against discrimination, violence and abuse of persons with disabilities/children with developmental disabilities and to provide them with financial support.
4. Encouraging the organizations of civil society, especially associations of women with disabilities in the implementation of the projects and programmes with the purpose of empowering persons with disabilities
5. Conduct evaluation of funded programs and projects.



6. Expert and financial support for the organisation of units for accepting persons with disabilities who are victims of domestic violence.

**Implementation periods:**

Activity 1: 2016

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

Activity 5: 2016 – 2020, continuously

Activity 6: 2016 – 2020, continuously

**Indicators of implementation:**

1. Created programmes and plans of seminars and educational programmes.
2. Completed seminars and educational programmes.
3. Number of programmes which were financially supported.
4. Conducted evaluation of funded and implemented programs and projects.
6. Number of programmes and projects and provided expert and financial support.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Removing stereotypes about the impairments of persons with disabilities and children with developmental difficulties as a possible cause of violence towards them, and the combat against their stigmatization**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office for Education, Culture and Sports, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, Faculty of Law, University of Zagreb – Department of Social Work, the media, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Organizing different activities (workshops, playrooms, forums, and counselling sessions) in order to remove stereotypes about impairments as a possible cause of violence towards persons with disabilities and children with developmental difficulties.
2. Conduct an evaluation of the quality and impact of the activities and the satisfaction of participants.
3. Organize, conduct and encourage research on characteristics and modalities of violence against children with disabilities and persons with disabilities with various types of damage.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of workshops, forums and conferences.
2. Satisfaction with the effects of the activities.
3. Carried out researches.

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **5. Organizing training for professionals and volunteers**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office of Education, Culture and Sports, City Office for Health Care, associations of persons with disabilities and associations dealing with programs providing benefit to persons with disabilities, associations and organizations that deal with victims of domestic violence, Home for Child and Adult Victims of Domestic Violence “Duga – Zagreb”, Semi-clinic for protection of children and youth of the City of Zagreb, Social Welfare Centre Zagreb, Zagreb Police Department, Ombudsman Offices, the Commission for persons with disabilities of the City of Zagreb

### **Activities:**

1. Creating a programme and plan of educational programmes.
2. Creating a brochure about characteristics and specificities of certain types of impairments, ways of approach and communication.
3. Organize professional meetings, workshops, panel discussions, lectures for professionals involved in the protection of children with disabilities/persons with disabilities in the system of protection from violence and abuse and for professionals involved in the protection of victims of violence and abuse on specific needs of children with developmental disabilities/persons with disabilities.
4. Organizing expert gatherings, workshops, forums, lectures for experts who are in charge of the protection of children in educational institutions on characteristics of violence among children by implementing the strategy of combat against violence, especially children with developmental difficulties.
5. Organize training of volunteers to assist victims of violence – women with disabilities with various types of damage.
6. Establishing a continuous cooperation of bodies of the City Government and all factors which participate in the prevention, discovery and suspension of violence towards children with developmental difficulties/persons with disabilities (educational institutions, homes for child care, centres for social welfare, Police Headquarters Zagreb, health institutions, state attorney offices law attorneys’ offices.....)

### **Implementation periods:**

- Activity 1: 2016 – 2020, continuously
- Activity 2: 2016 – 2020, continuously
- Activity 3: 2016 – 2020, continuously
- Activity 4: 2016 – 2020, continuously
- Activity 5: 2016 and 2017
- Activity 6: 2016 – 2020, continuously

### **Indicators of implementation:**

1. Created programme and plan of educational programmes.
2. Created brochure.
3. Number and the quality of organised expert meetings, workshops, forums and lectures.
4. Number and the quality of organised expert meetings, workshops, forums and lectures.
5. Number of training held.
6. Number of contacts made and working meetings held.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**6. Organizing public campaigns in order to raise the awareness of both expert and general public of the problems of violence towards children and abuse of children with developmental difficulties and persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, Home for Child and Adult Victims of Domestic Violence “Duga – Zagreb”, the media, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Develop campaign.
2. Print out promotional campaign material (flyers, posters ...).
3. Conduct a targeted campaign according to the type of damage and certain groups of persons with disabilities.
4. To sensitize the general public for the problem of violence and abuse of children with developmental difficulties/persons with disabilities via the media and means of public information (TV, the print, radio, electronic media...) and educating and raising the awareness of journalists who write about these areas.
5. Mark dates associated with the struggle against violence and promoting human rights in order to improve the position of children with disabilities/persons with disabilities and to raise public awareness.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Organised and prepared campaign.
2. Created promotional material of the campaign.
3. Carried out campaign, number of distributed leaflets and exhibited posters.
4. Number of public performances.
5. Celebrated dates.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**8. INFORMATION, COMMUNICATION AND AWARENESS RAISING**

**Introduction and current situation assessment**

Full integration of persons with disabilities in the community is the key goal of the Strategy, but it cannot be achieved without access to information via an adequate

communication system. *The Convention* particularly points out and explains some key concepts that are essential for better understanding of the measures and activities in this area, therefore, the meaning of the following terms should be recapped: communication includes spoken and signed languages and all adjustments of sign languages, display of text, Braille, and tactile communication, large print, audio, accessible multimedia, reader and alternative forms and means and forms of communication, including accessible information and communication technology; language includes spoken and signed languages and other modes of communication with deaf and deafblind people and other forms of non spoken languages based on the Croatian language. The adoption of *the Act on Croatian Sign Language and other systems of communication with deafblind persons in the Republic of Croatia* (Official Gazette 82/15) the use of Croatian sign language got a legal framework.

By conducting activities and objectives set in the *Strategy 2011. – 2015* the City of Zagreb created the basis for improving quality of life of persons with disabilities. In 2014, a project related to the problem of exercising the rights of the persons with visual and hearing impairment to access information and enjoy cultural and artistic events. The implementation of project activities advocated the right to customize the television programs for deaf persons, persons with hearing impairment, blind persons, and persons with visually impairment and deafblind people which also pointed out the current status of its non-adaptability. It also included proposal how it should be adapted to these groups of persons with disabilities. In the upcoming period it is necessary to regulate this issue by a separate bylaw, which will determine the dynamics of adjustment of programs and which television content will be adapted. In order to find good solutions for adaptation of television programs and determining the content to be adjusted on Croatian National Television (HRT), the evaluation process should involve experts and users from the associations of the blind persons, deaf persons in Croatia. Relying on realized objectives in the coming period, it is necessary to pay attention to and raise awareness about persons with disabilities.

The best results in raising awareness will be achieved through maximum involvement of all available forms of media. *The Convention* recognizes and gives the greatest importance to the media in promoting a positive image of persons with disabilities. Closely related to media space is the help to persons with disabilities in use of new technologies.

### **Objectives and priorities:**

- to enable persons with disabilities to make an optimum use of new technology for the purpose of increasing their independence and quality of life;
- to enable persons with disabilities to freely search, receive and forward information of their own choice;
- make accessible official information to persons with disabilities in acceptable forms and technologies, depending on individual capabilities of communication of an individual-person with a disability.
- to encourage elimination of negative prejudice against persons with disabilities;
- to enable persons with disabilities to actively participate in public and cultural life of the community with provided support;
- to raise awareness levels about the active role of persons with disabilities, their rights to equal opportunities and protection against discrimination.

### **Measures:**

#### **1. Enabling free search, reception and forwarding of information according to the choice of the individual- persons with disabilities on an equal basis with other members of the society**

**Body responsible:** City Office for Social Protection and Persons with Disabilities City Office for Education, Culture and Sport, the Mayor's Office

**Bodies co-responsible:** all city administrative bodies, institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

- Develop and regularly update catalogues with a list of support (assistive) technology.
2. Develop websites according to accessibility standards, taking into account the types of damage, introduce sign language for deaf people, large print for the visually impaired (define accessible format).
3. Carrying out the education of persons with disabilities on the use of new and currently available informational and communicational technologies and ensuring the access of the whole material for the education of persons with disabilities and their accordance with the existing access standards.
4. Develop a model of training evaluation on the application of information and communication technologies and to conduct the evaluation.
5. Adapt public libraries for archiving information material in different specific formats.

**Implementation periods:**

Activity 1: 2017 development of catalogues, annual renewal 2017 – 2020

Activity 2: 2017

Activity 3: 2016 – 2020, continuously

Activity 4: 2017 developed evaluation model, implementation in the period 2016 – 2020, continuously

Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Catalogue made, annual report with new information.
2. Website launched.
3. Number of training sessions, number of people and organizations.
4. Evaluation model made, evaluation conducted.
5. Number of custom space in city libraries.

**Required financial means:** will be planned in the budget of the City of Zagreb

**2. Using new technologies for the purpose of enhancing independence and the quality of life of persons with disabilities**

**Body responsible:** City Office for Education, Culture and Sport, City Office for Physical Planning, Construction of the City, Utility Services and Transport, City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** all city administrative bodies, institutions owned by the City of Zagreb, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Ensure availability of educational facilities for persons with disabilities (including lifelong learning) and harmonize existing accessibility standards. All educational institutions need to be equipped with the available tools like the FM system (to equip classrooms with devices compatible with electro-acoustic aids for students with hearing impairment).
2. Implement inductive loops in institutions owned by the City of Zagreb, especially the one with desk operations.
3. Make a list of priorities for specific aids of modern technology according to the needs of different categories of persons with disabilities and ensure their availability.
4. Encourage public offices and public bodies to inform and communicate in a form that is acceptable to persons with disabilities.
5. Conduct training of employees in public institutions on specificities of information and communication with persons with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2017 preparation of the list of priorities, 2018 – 2020, ensuring the availability

Activity 4: 2016 – 2020, continuously

Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of available content, number of custom classrooms.
2. Number of implemented inductive loops.
3. List of priorities prepared, number of available aids.
4. Initiatives undertaken.
5. Number of training courses, the number of persons involved in education.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Strengthening the awareness of the fact that persons with disabilities can in the best way represent their own interests alone, raise the awareness about disability and rights of persons with disabilities by promoting attitudes towards persons with disabilities as active and full members of the society**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** all city administrative bodies, institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Promoting a positive image about persons with disabilities.
2. Introducing the public with good examples from practice in the area of labour, education, culture, housing and other, via means of public informing.
3. Encouraging media to introduce and organize regular general and specialized informative programmes in which actual difficulties, but also the success of the implementation of measures of the Zagreb Strategy would be discussed.
4. Encouraging persons with disabilities and their associations to work on public promotion in cooperation with the media.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of campaigns.
2. Number of campaigns.
3. Number of new regular general and specialized informative programmes.
4. Number of held meetings with representatives of the media (panel discussions, forums, meetings, ...).

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Raising the awareness on the rights of persons with disabilities through a number of different activities which contribute to the general tolerance for the varieties in the society**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** all city administrative bodies, institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Promoting a unique non-discriminating terminology in all public presentations and printing material.

2. Use appropriate means and educational content at all educational levels to bring closer to children and young people the knowledge and experience on disability characteristics.
3. Organize professional meetings, panel discussions.
4. Creating the Guidebook through the City of Zagreb for persons with disabilities (hereinafter: the Guidebook): Guidebook), and special editions in Braille, translated it into Croatian sign language, produce audio format.
5. Publicly mark the dates which are related to the promotion of human rights and the promotion of the position of persons with disabilities.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 production of the Guidebook, special editions in 2017

Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Use of non-discriminatory terminology.
2. Number of training held.
3. Number of held expert meetings, forums, panel discussions.
4. Designed, adapted and published Guidebook.
5. Celebrated dates.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**5. Ensuring the adaptation of local electronic media programmes with which the City of Zagreb has signed contracts on programme cooperation in promotion of public work of the bodies of the City of Zagreb and other bodies**

**Body responsible:** Mayor's Office

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities, associations carrying out programs providing benefits to persons with disabilities, local electronic media with which the City of Zagreb has contracts on programme cooperation on promoting public work of the bodies of the City of Zagreb and other bodies, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Choosing the programs that will be tailored to the needs of the deaf and blind users.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Indicators of implementation:

1. Number of custom shows.

**Required financial means:** will be planned in the budget of the City of Zagreb



## 9. PARTICIPATION IN CULTURAL LIFE

### Introduction and current situation assessment

There are many obstacles that prevent persons with disabilities to participate in the society on an equal basis to exercise their fundamental rights fully, including cultural rights. This category of rights, together with social and economic rights, falls into the category of positive laws, which means that in order to achieve them we need to undertake certain interventions, positive measures. At the same time, they are progressively realizable and leave the possibility to be met over time, as part of the planned activities.

A surveys on the opinion of stakeholders in cultural area which was conducted during the development of *the Strategy of Cultural and Creative Development of the City of Zagreb 2015. – 2022* (Official Gazette of the City of Zagreb 5/15), showed that less than 50% of the associations and institutions in the cultural activities of the City of Zagreb include marginalized groups, which leaves ample room to persons with disabilities, as a very sensitive group, for involvement in this area. The strategic commitment of the City of Zagreb in this regard is evident through this *Strategy*, as well as the already mentioned *Strategy of Cultural and Creative Development of the City of Zagreb 2015. – 2022*, which is one of the strategic objectives of support, initiatives, projects and programs for culture interaction of vulnerable and marginalized groups. It also envisages improving access to cultural facilities for persons with disabilities on 80% by 2022.

Persons with disabilities are recognized as users of cultural services, but also as creators of culture as Zagreb supports artistic activities and events, associations of persons with disabilities and individuals; undertakes measures for removal of architectural barriers in line with the concept of reasonable accommodation, encourages the use of assistive technologies and other ways of increasing the availability of cultural facilities for persons with disabilities. The program of public needs in culture, through a public tender for financing projects and programs, creates conditions for production of inclusive and accessible culture, supports the independence of the artistic creativity of persons with disabilities.

The results of the current activities are the established festivals of persons with disabilities such as: the Festival of Equal Opportunities or BIT theatre, activities of the Blind and Visually Impaired Drama Studio “Novi život”, the oldest theatre of its kind in the world, the activities of the association “Theatre, Visual Arts and Culture of Deaf Person- DLAN”, the visual arts and culture of deaf persons, Week of Associations event, providing season tickets for concert cycles of the Zagreb Philharmonic Orchestra for persons with disabilities, accessible museums and museum exhibitions and other activities.

Over the past years the implementation of previous policy documents, persons with disabilities have significantly contributed to the cultural offer of the City of Zagreb as creators and as consumers of cultural content.

City of Zagreb will continue to work intensively on the equalization of opportunities for persons with disabilities in order to achieve equality with their fellow citizens without disabilities in this area as well.

#### **Objectives and priorities:**

- enabling development and the affirmation of creative abilities of persons with disabilities and giving them the opportunity of equal inclusion in the cultural life together with other participants;
- ensuring expert and professional support to projects and programmes of persons with disabilities in the area of culture;
- systematically monitoring the work and accomplishments of persons with disabilities in culture;

- ensuring access to persons with disabilities into cultural institutions (museums, galleries, theatres, cinemas, concert halls and other) and watching their programme with the use of modern technical achievements;

- enabling persons with disabilities access and/or expert information, or experience of cultural heritage: historic buildings, localities, art treasures, traditional material and non-material heritage;

**Measures:**

**1. Continuous expert and financial encouragement and support of projects and programmes which affirm creative and artistic abilities of persons with disabilities**

**Body responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activity:**

1. Financing and co-financing projects and programmes, associations and institutions which, on the amateur or professional level affirm creative and artistic abilities of persons with disabilities.

2. Co-financed programs of technical culture for persons with disabilities through the Program of Public Needs in Technical Culture of the City of Zagreb.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of co-financed projects, associations and institutions.

2. Number of co-association, number of co-financed programs and number of users of the program.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Encouraging networking and inclusion of persons with disabilities in cultural projects on international, national and local level and encouraging cultural cooperation between various forms of cultural events (festivals, exhibitions, festivals, competitions, etc.).**

**Body responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, institutions, professional institutions in culture, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Inclusion of persons with disabilities in cultural projects on an international, national and local level.

2. To encourage cultural cooperation by organization and participation of disabled people in various forms of cultural events.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of persons with disabilities included in cultural manifestations.
2. Number of cultural events in which disabled people are involved as participants or organizers.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Raising the awareness of the public for the artistic work of persons with disabilities**

**Body responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, Ministry of Culture, Ministry of Science, Education and Sports, cultural centres, open universities, institutions, associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Introduce the public to cultural opportunities and achievements of persons with disabilities through events and promotional activities, exhibitions, video-projections and similar presentations.
2. Popularize artistic achievements of persons with disabilities in publications in culture and finance publications which deal with the area of culture related to persons with disabilities.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of events, promotional activities, exhibitions and more.
2. Number of published and funded publication of persons with disabilities.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Ensuring equal opportunities for disabled people to use cultural facilities**

**Body responsible:** City Office for Education, Culture and Sports, City of Zagreb Libraries

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Equipping museum exhibitions with modern communicational means so that the information about the exhibition and/or the museum is accessible to persons with sensory impairments.
2. Print in Braille schedules and programs of cultural events.
3. Equip cinema, theatres and concert hall premises by inductive loop.
4. Ensuring accessibility of theatre to blind people through tactile paths leading to the hall and marking the seats in Braille.
5. Purchase library materials adapted for blind people (audio books).

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2017 – 2020

Activity 4: 2016 – 2020, continuously

Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of museum exhibitions equipped with communicational means for persons with sensory impairments.
2. Number of timetables and programmes of cultural events printed in Braille script.
3. Number of facilities equipped with inductive loop.
4. Number set of tactile paths.
5. Number of purchased audiobooks.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**5. Ensuring audio-description of film screenings and theatre performances as well as translations into Croatian sign language and subtitling of least one production in each city theatre and private theatres in Zagreb**

**Body responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb, and private theatres which show interest for such activity

**Activities:**

1. To choose plays and films for audio-description and translation into Croatian sign language.
2. To finance audio-description/subtitling of audio content in the film.
3. To finance audio-description and translation into Croatian sign language and subtitling of theatre performances.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Indicators of implementation:

1. Number of selected plays and films.
2. Number of insured audio-description/subtitles of film screenings.
3. Number of insured audio-descriptions and translated/subtitled theatrical performances.

**Required financial means:** will be planned in the budget of the City of Zagreb

## 10. PARTICIPATION IN THE POLITICAL AND PUBLIC LIFE

### Introduction and current situation assessment

The *Convention* confirms political rights of persons with disabilities and the opportunity to enjoy them on an equal basis with others, the states are obligated to take measures to enable them to effectively and fully participate in political and public life, either directly or through freely chosen representatives, including the right and opportunity to vote and be elected. They need to ensure that voting procedures, facilities and materials are appropriate, accessible and easy to understand and use. It is necessary to ensure the right to a secret ballot in elections and public referendums, without intimidation, and the right of independent candidacy for election, holding an office, and perform all public functions at all levels of government, facilitating the use of assistive and new technologies where appropriate. If necessary, at their request, persons with disabilities should be allowed to use help in the voting for person of their choice. Persons with disabilities have the right to effectively and fully participate in conduct of public affairs, without discrimination and on an equal basis with others, and to establish and join organizations of persons with disabilities to help them get representation at international, national, regional and local level. Creating the possibility of active participation of all citizens in the political life is a fundamental feature of a developed democracy, and it is therefore important for persons with disabilities to use their voting rights and participate in such activities. The assumption of such an inclusion has to be realized on all levels and for this adequate means have to be foreseen as well as activities which would remove institutional and social obstacles alike.

According to available data from different reports on the European Union level, persons with disabilities, which are given this opportunity, want to participate in political life, but there are numerous and significant obstacles (psychological, educational, family, cultural, social, professional, financial and architectural) as well as difficult to access information about their rights to political participation. This applies in particular to certain groups of persons with disabilities, particularly people with intellectual and mental disabilities

The UN Committee on the Rights of Persons with Disabilities in its report on the implementation of *the Convention* in the Republic of Croatia noted a number of achievements, above all the strategic documents and legal requirements for protection of the rights of persons with disabilities. However, they expressed concern about the election process that is still not fully accessible to all persons with disabilities, particularly persons placed in institutions, as well as a small number of persons with disabilities who perform executive and representative functions in public authorities. Their recommendation is to take measures to make electoral process fully accessible to all persons with disabilities, and to make participation in representative and executive bodies easier.

In the City of Zagreb there is awareness that the disabled persons should be provided with equal opportunities for their own political activity and direct participation in shaping the political goals and allocation of resources. After many years of partnerships between public authorities and non-governmental organizations, people with disabilities have become more

visible citizens who stand up for their rights, which is contributed through public awareness campaigns, training and education programs that are implemented at national and local level. Although the legal framework in the Republic of Croatia ensures persons with disabilities the fulfilment of their rights, there is still a significant room for improvement. Public presentation of projects and programmes of the City of Zagreb regularly takes place along with the participation of persons with disabilities, and like in the majority of countries and cities, especially a bigger engagement of women with disabilities and young persons with disabilities for active participation in public and political life has to be encouraged.. Despite a significant progress in recent years, the latest research on quality of life of about seven hundred persons with disabilities, shows that participation in political and public life is one of those areas evaluated with lower grade. This is an incentive to all participants in implementation of measures and activities of *the Strategy* to devote special attention to this area.

The Republic of Croatia, as a member state of the European Union, works to promote an environment in which persons with disabilities can effectively and fully participate in public affairs, without discrimination and on an equal basis with others. Participation of persons with disabilities in public affairs, including participation in non-governmental organizations and associations concerned with public and political life of the country, as well as the activities and running of political parties including establishment and joining the organizations of persons with disabilities to represent them at the international, national, regional, and local level will be encouraged.

#### **Objectives and priorities:**

- achieving conditions for the environment in which persons with disabilities will be able to take part in the political life as equal citizens;
- promoting participation of persons with disabilities in all forms of public life and all processes of making political decisions on a local, regional, national and international level;
- including persons with disabilities and non-governmental organizations of persons with disabilities in the preparation of measures of public policies which are related to persons with disabilities;
- promoting the participation of persons with disabilities in the work of political parties;
- increasing the number of persons with disabilities in representative bodies of local and regional self-government as well as on the national level;
- promotion of women and young persons with disabilities in the public life and political activities on all levels.
- Define and implement measures aimed at the specific circumstances of groups at particular risk, such as persons with disabilities.

#### **Measures:**

##### **1. 1. Adjustment of voting facilities for the needs of persons with disabilities and enabling the voting process via a proxy authorized by a person with disabilities**

**Body responsible:** Service for Local Self-Administration

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Adjustment of voting polls for persons with disabilities.
2. Provide ballots tailored to voting of blind people and people with motoric disabilities.

**Implementation periods:**

- Activity 1: 2016 – 2020, continuously  
Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of adjusted voting polls.
2. Voting polls adjusted for persons with disabilities.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Ensuring technical support or other forms of help so that all interested persons with disabilities could have access to fundamental documents of significant for the political participation on a local, regional and national level**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** Service for Local Self-Administration, City Office for General Administration, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Creating an analysis of the availability of documents to all persons with disabilities and the equipment which is available on all levels of political activity( scanners, personal computers in Braille script etc.).
2. Increase the availability of documents and ensuring necessary equipment.

**Implementation periods:**

- Activity 1: 2016 – 2020, continuously  
Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Analysis of the availability of documents and equipment created.
2. Increased availability of documents and provided equipment.

**Required financial means:** will be planned in the state budget and the budget of the City of Zagreb within a regular activity.

**3. Informing representatives of the City Assembly of the City of Zagreb, state and public officials and the wider public about the basic principles and ways of including persons with disabilities in the political and public life of the community**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Organizing seminars, counselling meetings, forums, workshops.
2. Printing informative material ( brochures, leaflets and other).

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of organized seminars, counselling meetings, forums, workshops.
2. Printed informative material ( brochures, leaflets and other).

**Required financial means:** will be planned in the budget of the City of Zagreb within a regular activity and partly in the state budget.

**4. Promoting the participation of women and young persons with disabilities in public and political activities on all levels**

**Bodies responsible:** The Mayor's Office – service for promoting human rights, equality of Sexes, national minority relations and religious communities and the development of civil society, City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Informing and raising the awareness of the public for this area of activity of women and young persons with disabilities ( panel discussions, forums, workshops).
2. Encourage and support the systematic empowerment of persons with disabilities to participate in public and political life and strengthen civil society organizations working on self-advocacy of persons with disabilities with intellectual disabilities through co-financing of programs and projects.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of held panel discussions, forums, workshops.

**Required financial means:** will be planned in the budget of the City of Zagreb within a regular activity.



## **5. Ensuring additional formal and informal education of persons with disabilities for the purpose of empowering their inclusion in public and political life**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activity:**

1. Organizing seminars, panel discussions, public debates.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of organised seminars, panel discussions, public debates.

**Required financial means:** will be planned in the state budget and the budget of the City of Zagreb within a regular activity.

## **11. RESEARCH AND DEVELOPMENT AND INTERNATIONAL COOPERATION**

### **Introduction and current situation assessment**

Countries that have committed themselves to implement the provisions of the *Convention* committed themselves to collect the necessary information, including statistical and data obtained through research to enable creation and implementation of policies for persons with disabilities. The process of collecting and maintaining this information should be in accordance with statutory data protection to ensure confidentiality and respect for the privacy of persons with disabilities.

Data collected pursuant to the provisions of the *Convention* is used in order to eliminate barriers that persons with disabilities face every day in exercising of their rights. Statistical data on persons with disabilities will be appropriately distributed and their accessibility to persons with disabilities and others will be determined. At the level of the Republic of Croatia appropriate data on persons with disabilities are collected and monitored within the framework of Croatian Register of Persons with Disabilities at the Croatian Institute for Public Health. Given the fact that it is extremely difficult to establish databases of persons with disabilities on regional and local level, it is difficult to plan and create various measures. Activities in the City of Zagreb on formation of the data collection will be considerably accelerated after the establishment of the announced legal procedures. For the purpose of planning the systematic protection of persons with disabilities in the City of Zagreb computer database has been prepared, and it is envisioned as a dynamic system of data on persons with disabilities in accordance with the *Act on Protection of Personal Data* (Official Gazette 103/03, 118/06, 41/08 and 130/11), however the functional use of data in practice is a very complicated process.

Changes of ordinances have been announced that would achieve the purpose of data collection and processing, and ensure their practical application in everyday life. For persons with disabilities, social mobility and connectivity in partnership with relevant international and regional organizations and civil society is extremely important, which in particular includes organizations of persons with disabilities. In the framework of international cooperation persons with disabilities and their organizations are included in the international development programs by encouraging building their own capacity, including the mutual exchange and sharing of information, experiences, training programs and best practices. Association of Persons with Disabilities in the City of Zagreb are mainly involved in organizational alliances and jointly included in regular activities of associations on the European Union and international level.

Furthermore, the results of studies on specific aspects of disability and characteristics of persons with disabilities will be used as the basis for policy making towards persons with disabilities, which will be encouraged and implemented by the City of Zagreb.

During the next period participation in the activities of numerous international bodies and committees whose work is connected with the issue of disability will be continued, and persons with disabilities will be further encouraged to build an international network of collaborators.

**Objectives and priorities:**

- to promote standards based on findings resulting from action and scientific research projects;
- to ensure access to complete data on persons with disabilities and various forms of impairment;
- to participate in multidisciplinary research on persons with disabilities at a national, regional and international level;
- to encourage development and cooperation with cities, countries and organizations at a national and international level.

**Measures:**

**1. Continuous updating of data bases on persons with disabilities of the City of Zagreb**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Croatian Institute for Public Health, Commission for Persons with Disabilities of the City of Zagreb

**Activity:**

1. Harmonize the way of collecting and storing data with the existing legislation
2. Entering and updating data on persons with disabilities of the City of Zagreb

**Implementation period:**

Activity 1: 2016

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Collection and storage of data in line with the existing legislation.
2. Entered and updated data.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Carrying out research and participation in research on persons with disabilities, in the area of disability and publication of the results**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, in collaboration with the Education and Rehabilitation Faculty of the University of Zagreb and the Faculty of Law of the University of Zagreb – Department of Social Work, Croatian Institute for Public Health, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Process the data obtained from a survey on quality of life of persons with disabilities in cooperation with the Institute of Social Sciences *Ivo Pilar*, publish findings in an appropriate form for different types of disability.
2. Prepare and conduct research on characteristics and position of disabled women victims of violence.
3. Prepare research and investigate the situation of young persons with disabilities in the labour market.

**Implementation periods:**

Activity 1: 2016

Activity 2: 2017

Activity 3: 2019

**Indicators of implementation:**

1. Published research results.
2. The research conducted and publicly published results.
3. The research conducted and publicly published results.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Participation on international expert meetings, co-organisations and organisations of expert meetings in the field of disability**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** city administrative bodies, institutions, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activity:**

1. Participation on international expert meetings, co-organisations and organisations of expert meetings on disability.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of international expert meetings on disability where representatives of the City of Zagreb participated, associations of persons with disabilities and associations working in favour of persons with disabilities, number of expert meetings on disability co-organised or organised by the City of Zagreb, associations of persons with disabilities and associations working in favour of persons with disabilities.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Celebrating the European Mobility Week, 16 – 22 September**

**Bodies responsible:** City Office for Social Protection and Persons with Disabilities, City Office for Health Care, City Office for War Veterans, City Office for Strategic Planning and Development of the City, City Office for Education, Culture and Sports, City Office for Physical Planning, Construction of the City, Utility Services and Transport and City Office for Energy, Environment and Sustainable Development

**Bodies co-responsible:** Zagrebački Holding d.o.o., Association “Moj bicikl”, Zagreb Sport Union of Persons with Disabilities, Community of the Persons with Disabilities of Croatia Union (SOIH), Technical Museum of the City of Zagreb, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities

**Activities:**

1. Organization of the programme of activities conducted within the European Mobility Week.
2. Application for the Mobility Award.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

**Indicators of implementation:**

1. Celebrated European Mobility Week.
2. Sent application for the Mobility Award.

**Required financial means:** will be planned in the budget of the City of Zagreb.

## **12. RECREATION, ENTERTAINMENT AND SPORT**

### **Introduction and current situation assessment**

Although the physical inactivity is one of the leading health risk factors, statistics at the whole EU level show that we lack activity. The benefits of physical activity and sports are multiple, from physical, mental to social and therefore it should be equally available to all people, regardless of disability.

According to the Opinion of the Committee of the Regions – Disability, Sports and Leisure (2014/C 114/06), despite the growing political interest to promote the participation of persons with disabilities in sports activities, their sport participation rate is still low. The reason is, among other things, limited access to sports infrastructure adapted to the needs of persons with disabilities and the improving of accessibility, in terms of appropriate physical access to sports facilities, as well as better communication, is a key condition that must be met if we want to improve the participation rate of persons with disabilities in sports. It also emphasizes the need to organize information campaigns and training programs that would facilitate acceptance of persons with disabilities in sports activities.

Sports activities contribute to the preservation and promotion of health and reduce the negative consequences of disability, and can be viewed as a supplement to physical therapy. In addition, recreation, entertainment and sport contribute strongly to the social inclusion of children with disabilities and persons with disabilities, enabling them to socialize and entertain along with a wide circle of people, thus providing an opportunity to demonstrate their potential and opportunities as well as self-recognition.

The support to organized sports and recreational activities and programs for children with disabilities and persons with disabilities in City of Zagreb is provided through a program of public needs in sports and regular competitions for projects and programs of NGOs. Also, significant efforts have been invested in spatial adaptation of sports facilities and public institutions and their appropriate equipment.

The interest and need for organization and the expert guidance of sports and recreational activities is reflected in the successful implementation of the ten-year program Sport for All in the facilities of the local self-governance units, regular use of scheduled periods for persons with disabilities at the city pools and the organization of numerous sports and recreational activities, competitions and similar. The current implementation of *the Strategy*, shows that all of these programs should be continued, and in accordance with the expressed needs, corrected, updated and/or expanded with new content.

**Objectives and priorities:**

- to provide persons with disabilities with equal opportunities to participate in sports and recreational and sport activities and entertainment;

- to provide persons with disabilities adequate instructions, education and financial means necessary for participation in recreational, sport and other activities.
- to provide access to sports, recreational and tourist facilities and public sanitary facilities;
- to provide children with developmental difficulties with equal access to games and entertainment, including such activities in the school curriculum.

Measures:

**1. Organizing sport competitions for children with developmental difficulties and persons with disabilities on a local, regional and state level and promotion of participation in international competitions**

**Body responsible:** City Office for Education, Culture and Sports

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, Croatian Paralympic Committee, Croatian Association of the Deaf, Croatian Olympic Committee, Zagreb Sport Union, Zagreb Sport Union of Persons with Disabilities, associations of persons with disabilities and associations working in favour of persons with disabilities, Commission for Persons with Disabilities

**Activity:**

1. Finance and co-finance organization of competitions.

**Implementation period:**

Activity 1: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of financed and co-financed competitions at all levels.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Removing architectural barriers and adjustment of sport facilities (indoor and outdoor) as well as the adjustment of equipment to the needs of children with developmental difficulties and persons with disabilities**

**Body responsible:** City Office for Education, Culture and Sport, City Office for Physical Planning, Construction of the City, Utility Services and Transport,

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programmes providing benefits to persons with disabilities, Ministry of Science, Education and Sports, Croatian Paralympic Committee, Croatian Deaf Sports Association, Sports Association of Zagreb, Zagreb Sports Association of Persons with Disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Creating an analysis of the current situation.
2. Determining priorities.
3. Creating project documentation.
4. Obtaining permissions.

5. Remove obstacles and adjust the terrain.
6. Equip sports facilities.

**Implementation periods:**

- Activity 1: 2016
- Activity 2: 2016
- Activity 3: 2017 – 2018
- Activity 4: 2017 – 2018
- Activity 5: 2019
- Activity 6: 2018 – 2020

**Indicators of implementation:**

1. – 6 Number of sport facilities fully adjusted and equipped in accordance to the needs of children with developmental difficulties and persons with disabilities.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**3. Construction and equipping of playgrounds in accordance with the principle of universal design and landscaping new and adaptation of existing walkway in accordance with the needs of children with developmental disabilities and persons with disabilities**

**Body responsible:** City Office for Physical Planning, Construction of the City, Utility Services Transport

**Bodies co-responsible:** **Bodies co-responsible:** Service for Local Self-Administration, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

**Activities:**

1. Creating analysis and a plan.
2. Creating project documentation.
3. Obtaining permissions.
4. Build and equip at least one playground/walkway for children with developmental difficulties and persons with disabilities in every city neighbourhood

**Implementation periods:**

- Activity 1: 2016
- Activity 2: 2016 – 2017
- Activity 3: 2016 – 2017
- Activity 4: 2018 – 2020

**Indicators of implementation:**

1. – 4 Number of playgrounds and walkways adjusted and equipped in accordance to the needs of children with developmental difficulties.

**Required financial means:** will be planned in the budget of the City of Zagreb.

**4. Construction and addition of existing facilities with additional programmes for sport and recreational activities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** URIHO – Institution for Vocational Rehabilitation and Employment of Persons with Disabilities and Commission for persons with Disabilities of the City of Zagreb

**Activities:**

1. Within the new URIHO complex building a new sports hall according to standards for persons with disabilities.
2. Maintain and equip existing facilities at Jarun and Bundek and the Nature Park Medvednica.

**Implementation period:**

Activity 1: 2017 – 2020

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

**Indicators of implementation:**

1. A new sports hall built.
2. Existing facilities furnished and equipped

**Required financial means:** will be planned in the budget of the City of Zagreb.

**5. Activities of persons with disabilities in the Sport for All programme**

**Bodies responsible:** City Office for Education, Culture and Sports, Service for the Local Self-Administration

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, Faculty of Kinesiology of the University of Zagreb, Zagreb Sport Union of Persons with Disabilities, Zagreb Sport Association of the Deaf Persons, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities

**Activities:**

1. Expanding activities on existing objects on the territory of the City of Zagreb.
2. Expanding contents of the activities (swimming, Nordic walking, cycling, weightlifting).
3. Procure the necessary equipment.
4. Inclusion of a larger number of persons with a disability.

**Implementation periods:**

Activity 1: 2016 – 2020, continuously

Activity 2: 2016 – 2020, continuously

Activity 3: 2016 – 2020, continuously

Activity 4: 2016 – 2020, continuously

**Indicators of implementation:**

1. – 4 Number of new activities (and new contents), quantity of the purchased equipment, number of persons with disabilities included in the activities.



**Required financial means:** will be planned in the budget of the City of Zagreb.

## **6. Enabling persons with disabilities immediate follow-up of sports events on sport courts**

**Bodies responsible:** City Office for Education, Culture and Sport, Mayor's Office, sports clubs and managers of sports facilities

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, institutions, Zagreb Sport Union of Persons with Disabilities, associations of persons with disabilities, associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

### **Activities:**

1. Inform clubs, gyms and stadiums on the above measure.
2. Educate commentators on the specific broadcasting needs of sports contents to persons with disabilities.
3. Procure the necessary equipment for major league and international competitions.
4. Provide audio-description and other adjustments to broadcasting of sport events.

### **Implementation periods:**

Activity 1: 2016 – 2017

Activity 2: 2017 – 2018

Activity 3: 2018 – 2019

Activity 4: 2019 – 2020

### **Indicators of implementation:**

1. Number of sports clubs, halls and stadiums.
2. Number of educated commentators.
3. Number of clubs, halls and stadiums equipped with the necessary equipment.
4. Number of sports events for which the audio-description has been procured and other adjustments, attendance.

**Required financial means:** will be planned in the budget of the City of Zagreb

## **13. CIVIL SOCIETY**

### **Introduction and current situation assessment**

Civil society is particularly important for persons with disabilities as an area for their activity and inclusion in social life, but also as an important supplement to activities organized by state institutions. The most important part of the civil society are associations. Associations of persons with disabilities and those carrying out programmes providing benefit to persons with disabilities, because of their long tradition and experience, are the initiator and holders of civil society development.

There are approximately 70 associations of persons with disabilities and associations working for the benefit of persons with disabilities in the City of Zagreb.

Persons with disabilities work hard in their associations to improve their living conditions, and very often these associations represent the only place where they can express themselves and have opportunity for social interaction.

The City of Zagreb has for some years now been using cooperation and partnership with associations of persons with disabilities not only for the purpose of strengthening the concept of advocacy, but also in order to promote the idea of social entrepreneurship and social innovation, which is, among other things, the purpose of activities carried out by civil society organizations in the area of social policy. As needs of persons with disabilities change together with the changes in overall living conditions, the state and public institutions are unable to react as fast as necessary to register change due to their formal organization and are therefore unable to provide timely and adequate solutions. Associations of persons with disabilities act as carriers of new types of services adapted to the needs of their members.

The City of Zagreb has developed a partnership with associations of persons with disabilities in the area of planning, guiding, implementing and evaluating social programmes for the long term.

Such an approach to the development of a socially sensitive community (recognizable and equally important role of all participants: citizens, beneficiaries, organizations of civil society, local authorities, public institutions, economy...) was recognized as the guiding principle in the process of implementation of measures and activities within the *2003 Strategy*. – *2006, Strategy, 2007. – 2010* and *Strategy 2011 – 2015*.

The *Strategy* was created based on the requests of persons with disabilities, who, together with experts, personally or via their representatives in their associations, participated in creating and planning all the measures.

Representatives of associations of persons with various types of disabilities are members of the Commission, which, together with the City Office for Social Protection and Persons with Disabilities, coordinate the *Strategy* implementation.

All the activities, measures, projects, programmes, types and forms of support implemented in the City of Zagreb over the period behind us have either been initiated or approved by persons with disabilities.

Associations of persons with disabilities are involved in various international networks and associated associations of persons with disabilities at the European level. Organizations of the civil society have been recognized in European programs as mediators/those who solve problems in a role that traditionally assigned to them with the development of a market society and the welfare state. Croatia has significant resources available from the EU funds aimed specifically for civil society organizations that will develop quality, competitive and innovative projects and programs.

Outstanding activities and initiatives of organizations of persons with disabilities in implementation of *the Strategy 2003 – 2006, Strategy, 2007. 2010* and *Strategy 2011 – 2015*, prompted the resolution of status and fundamental issues of social, medical, humanitarian and other organizations in the City of Zagreb.

Financing of associations is regulated according the *Act on Associations* (Official Gazette 74/149) and *the Regulation on the Criteria, Standards and Procedures for Financing and Contracting Programs and Projects of Interest to General Well-being Carried out by Associations* (hereinafter: *Regulation*).

The *Regulation* sets out the basic standards for planning and implementation of financing, monitoring and evaluation of financing, reporting and criteria, standards and procedures of financing NGOs from public sources, which must be applied by sources of funding from the state budget and other public sources, as appropriate, and local and regional government level.

Basic documents for planning of financing, in accordance with *the Regulation*, are the funding programs for the budget year which establish funding priorities within the area of interest for the City of Zagreb, based on the assessment of needs in a particular area and

measures to achieve the objectives from the strategic documents of the City of Zagreb and documents on the state level for which implementation the City of Zagreb is responsible.

Areas of interest to the City of Zagreb are set forth in *the Ordinance on Financing NGOs from the Budget of the City of Zagreb* (Official Gazette of the City of Zagreb, 12/15, 24/15 and 16/02) which include: consumer protection, promotion of human rights, youth or associations of youth, animal protection, agriculture, forestry and hunting, protection and rescue, sustainable energy policy and combating the effects of climate change and adaptation to these changes, environmental protection and sustainable development, European integration and European Union funds, inter-city and international cooperation, Homeland War veterans and their families, veterans of the World War II and the civil war invalids, the area of social and humanitarian significance, provision of social services, prevention of unacceptable behaviour of children and young people, areas of social and humanitarian importance for improving the quality of life of persons with disabilities, health protection, education, preschool education, sport, culture and technical culture that are not funded according to a special regulation on financing the public needs, promotion of business and trade, promotion of innovation in Croatia and international markets and the development of tourism.

### **Objectives and priorities:**

- strengthen the capacity of organizations of persons with disabilities who provide services to customers in the local community;
- to develop expert capabilities of associations by means of various education programmes for their leaders and members;
- to increase the number and quality of services provided by associations of persons with disabilities for persons with disabilities in the local community, as well as number of users of these services and experts to provide these services;
- to encourage and develop the culture of dialogue in the wider non-profit sector and among associations of persons with disabilities and within various groups of persons with disabilities;
- to raise awareness of expert and general public about the problems of persons with disabilities and the importance of associations;
- to raise awareness of potential sponsors and donors about various services and aids, especially about those that cannot be provided by the City of Zagreb as their local community.

### **Measures:**

#### **1. Systematic raising of awareness of the public on the meaning of associations of persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** **Bodies co-responsible:** City Office for Education, Culture, and Sports, associations of persons with disabilities, associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

### **Activities:**

1. To promote best practices and successful programs/projects of associations of persons with disabilities in public.

2. To develop partnership between the City of Zagreb and associations of persons with disabilities.
3. Including associations of persons with disabilities in planning and implementing all measures and activities.
4. To conduct research on the needs of persons with disabilities and opportunities for persons with disabilities in the local community and present the results of research to the public.
5. Education of city officials and experts for working in the field of developing the partnership.

**Implementation periods:**

1. Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. Number of new examples of good practice, presentation published
2. Number of partnerships on projects and programmes.
3. Participation of persons with disabilities in the realization of measures of the Strategy through the work of the Commission
4. Research conducted, results published
5. Training conducted, number of participants involved;

**Required financial means:** will be planned in the budget of the City of Zagreb.

**2. Encouraging and developing cooperation between different groups of persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities

**Bodies co-responsible:** City Office for Social Protection and Persons with Disabilities, associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb, and others.

**Activities:**

1. Encouraging activities of young persons with disabilities in creating and implementing special projects and programmes for younger persons with disabilities with different kinds of impairments.
2. Ensuring systematic financial support to programmes for active inclusion of women with disabilities, in order to reduce the risk of social exclusion.
3. Encouraging the inclusion of persons with disabilities in activities of other parts of civil society.
4. Encouraging creating a network and joining of associations in accordance with the mutual interests in the implementation of projects and programmes.
5. Encouraging the creation of partnerships of associations of persons with disabilities with associations working in favour of persons with disabilities, in order to achieve the best qualitative achievement of mutual projects and programmes.

**Implementation periods:**

1. Activity 5: 2016 – 2020, continuously

**Indicators of implementation:**

1. – 3. Number of programmes which were financially supported.
4. Number of mutual programmes and activities.
5. Number of partnerships.

**Required financial means:** will be planned in the budget of the City of Zagreb.

### **3. Construction of expert, personal and material capacities of persons with disabilities**

**Body responsible:** City Office for Social Protection and Persons with Disabilities City Office for Education, Culture and Sport

**Bodies co-responsible:** associations of persons with disabilities and associations carrying out programs providing benefits to persons with disabilities, Commission for Persons with Disabilities of the City of Zagreb

#### **Activities:**

1. Strengthen the capacity of organizations of persons with disabilities (initial help to associations of persons with disabilities in development of activities in local community, empowering organizations of persons with disabilities who provide services to customers in local community) for development of social services;
2. Institutional aid to development of associations of persons with disabilities;
3. Ensuring systematic financing of programmes and projects for the improvement of the quality of life with persons with disabilities.
4. Encouraging the employment of persons with disabilities through programmes of associations.
5. Ensuring systematic education for leaders and members of associations of different areas of activities.
6. Education of leaders and members of associations for the realization of principles of self-representation, encouraging the establishment of clubs for these activities, ensuring financial means for their work.

#### **Implementation periods:**

1. Activity 6: 2016 – 2020, continuously

#### **Indicators of implementation:**

1. Submitted proposals for modification of regulations.
2. Published and completed tenders, number of assigned supports to associations for projects and programmes.
3. Number of signed contracts on financing.
4. Number of programmes which were financially supported.
5. – 6 Number of educational programmes, number of leaders and members of associations which had finished the educational programme.

**Required financial means:** will be planned in the budget of the City of Zagreb

### III. FINAL COMMENTS

1. Adoption and implementation of the Strategy require ongoing and organized coordination among many participants. The function of monitoring of each area of activity, coordinating and harmonizing of all the activities at the City of Zagreb level will be performed by the Committee which is founded and appointed by the mayor, in accordance with the definition of the functions and activities of Commission for Persons with Disabilities of the Government of the Republic of Croatia.

2. The measures and activities listed in the *Strategy* will be successful and timely implemented only with the constant coordination between individual implementing bodies, in accordance with the annual plans of the implementation of *the Strategy* adopted by the Mayor of the City of Zagreb.

3. The Committee should coordinate, encourage and monitor the implementation of each measure, and provide expert and counselling support to bodies responsible and their collaborators in the process of implementing measures and activities.

4. The City government bodies, institutions and companies owned by the City of Zagreb are required to implement measures and activities defined by the Strategy for the purpose of promoting rights and improving the position of persons with disabilities in the City of Zagreb and providing conditions for provision of equal opportunities for persons with disabilities

5. Relevant city offices shall deliver reports on implementation of measures within their responsibility by 31 January of the year, and the reports will be collated into one by 28 February of the year.

6. The City Office for Social Protection and Persons with Disabilities shall deliver the collated report on the implementation of measures specified in the Strategy to the mayor of the City of Zagreb, who will then report it by 28 February to the City Assembly of the City of Zagreb.

7. City offices are required to include in their yearly plans of activities all the measures and activities defined by the *Strategy* for the year and provide funds for their implementation.

8. The City Office for Social Protection and Persons with Disabilities shall publish, not later than three months after its adoption, the Strategy in black type, in Braille script, in audio format and on its web pages.

9. The Zagreb strategy provides equal opportunities for persons with disabilities. It covers the period 2016 to 2020 and will be published in the Official Gazette of the City of Zagreb.

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Zagreb, 17 March 2016

**PRESIDENT  
OF THE CITY ASSEMBLY  
Darinko Kosor**